

HALIMA SULEIMAN IZE

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PROFESSIONAL SUMMARY

Dedicated and empathetic **Customer Support Professional** with a background in Guidance and Counselling and experience in operational support. Proven ability to manage high-volume inquiries via chat and email while maintaining a professional tone and high satisfaction ratings. Skilled at identifying root causes of issues and delivering clear, efficient solutions in fast-paced remote environments.

CORE COMPETENCIES

- **Support Channels:** Customer Support (Chat, Email, Ticket Management)
- **Communication:** Active Listening, Conflict Resolution, Clear Written Communication
- **Technical Skills:** Google Workspace (Docs, Sheets), Microsoft Office Suite
- **Operational Excellence:** Issue Escalation, Time & Task Management, Accuracy & Documentation
- **Soft Skills:** Adaptability, Emotional Intelligence, Problem-Solving, Team Collaboration

PROFESSIONAL EXPERIENCE

Intern – Store Equipment Department

2025

Nigeria Airspace Management Agency

- Responded to inquiries and provided timely assistance to staff and internal customers, improving departmental response times.
- Managed accurate digital and physical records to ensure organized workflow operations and inventory precision.
- Facilitated smooth service delivery by coordinating with team members to address operational needs and escalate complex cases appropriately.
- Maintained a high standard of reliability and attention to detail in a regulated, high-stakes environment.

EDUCATION

Bachelor's Degree in Guidance and Counselling

2024

Ahmadu Bello University

- **Relevant Coursework:** Communication Skills, Behavioral Psychology, Conflict Management, Interpersonal Relations.
- Developed strong foundational skills in de-escalation and empathetic listening, directly applicable to managing difficult customer interactions.

ADDITIONAL VALUE

- **Remote Ready:** Fully equipped for remote chat and email support roles with a focus on multi-conversation management.
- **Availability:** Immediate start available for full-time or shift-based customer support positions.
- **Customer-Centric:** Strong focus on delivering solutions and positive customer experiences.