

IDRIS KASALI

CUSTOMER SUPPORT & DATA OPERATIONS SPECIALIST

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Professional Summary

Customer Support Specialist and Team Lead with 3+ years of experience handling high-volume tickets, live chat, and customer operations. Proven ability to resolve issues quickly, improve team performance, and maintain accurate CRM records. Skilled in remote collaboration, data management, and delivering high customer satisfaction.

Technical Profile

- Customer Support (Email, Chat, Phone)
- Ticketing Systems
- Data Entry & CRM Management
- Team Leadership
- Escalation Handling
- QA & Performance Tracking
- Google Workspace
- Microsoft Excel
- Tools: Zendesk, Salesforce, Vicalia, Convoso, Zoho, Asana, Slack, Teams, Zoom Workplace

Skills

Complaint handling



Data entry



Help desk support



Ticket management



Email communication



CRM software



Call center experience



Live chat support



Quality assurance



Work History

Customer Support Specialist, 08/2025 to 05/2026

ModSquad – Remote

- Resolve 10+ tickets each hour across email, chat, and social media channels.
- Troubleshoot customer issues and provide timely resolutions

- Moderate user content and enforce community guidelines
- Maintain accurate case records using Zendesk and Salesforce
- Implemented effective troubleshooting techniques for faster problem resolution and improved customer satisfaction levels.
- Delivered exceptional customer service experiences by maintaining a positive attitude, active listening skills, and empathetic responses to customer concerns.

Team Lead - Customer Support Operations, 01/2025 to 03/2026

Outsource Global Technologies Ltd – Abuja, FCT, Nigeria

- Led 23+ agents, improving productivity and workflow efficiency
- Conducted QA on 20+ weekly cases, reducing errors
- Managed escalations and ensured timely issue resolution
- Delivered weekly client reports and performance reviews
- Led cross-functional teams to execute projects, ensuring alignment with organizational goals.

Subject Matter Expert, 08/2024 to 12/2024

Outsource Global Technologies Ltd – Abuja, FCT, Nigeria

- Supported agents on complex cases and escalations
- Trained new hires with 100% compliance success rate
- Improved internal processes with leadership collaboration
- Mentored junior staff on industry standards and best practices, fostering professional development within the team.

Medical Record Advocate, 02/2023 to 12/2024

Outsource Global Technologies Ltd – Abuja, FCT, Nigeria

- Managed 400+ cases with accurate documentation
- Completed 100+ daily calls for records retrieval and follow-ups
- Maintained CRM data and resolved issues within 24 hours

Sales Representative, 01/2023 to 07/2024

Phoenix Lead Co – Remote

- Engaged with potential customers via inbound and outbound calls to convert leads into sales
- Updated and organized customer and order records to ensure accuracy and accessibility
- Cultivated relationships with clients to drive product engagement and satisfaction.
- Achieved or exceeded company-defined sales quotas.

Education

Bachelor of Arts: Linguistics, 11/2022

University of Ilorin - Ilorin, Kwara State, Nigeria

Languages

English

Certifications

HIPAA Certified