ISAAC YOHANNA

Customer Experience & Client Relations Specialist

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PROFESSIONAL SUMMARY

Results-driven Customer Experience professional with 5+ years managing high-volume client interactions, mapping the end-to-end customer journey, and driving customer retention through data analysis and customer insights. Proven track record of exceeding resolution-rate KPIs, leading performance improvement initiatives, engaging cross-functional stakeholders, and informally mentoring junior team members. Complemented by practical training in recruitment and human resources consulting. Skilled in conflict resolution, CRM tools, and translating customer feedback into measurable satisfaction gains.

CORE SKILLS

- Customer Experience (CX), Customer Journey & Customer Retention Strategy
- Customer Relationship Management (CRM) & Customer Insights
- Data Analysis & Performance Improvement
- Conflict Resolution & Problem-Solving
- Call Center Operations & Performance Metrics (KPIs, CSAT, FCR)
- Stakeholder Engagement & Cross-Functional Collaboration
- Informal Team Leadership & Mentoring
- Recruitment, Talent Sourcing & Human Capital Development
- Upselling, Cross-Selling & Revenue Growth
- Order Processing & Billing
- Prioritization, Time Management, Multitasking & Efficiency
- Critical Thinking, Root Cause Analysis & Triage
- Customer Success, Composure Under Pressure & Communication

TECHNICAL SKILLS

- CRM Software: Salesforce, Zendesk, HubSpot
- Microsoft Office Suite: Excel, Word, Outlook
- Live Chat & Email Support Systems
- Call Center Software: Five9, RingCentral
- Recruitment Tools: Airhly

PROFESSIONAL EXPERIENCE

Senior Customer Service Representative (Remote) Jan 2023 – Apr 2026

ABC Retail Solutions, San Francisco, CA

- Managed high-volume inbound and outbound calls across the full customer journey, strengthening customer experience and driving measurable gains in customer retention.
- Achieved a 95% first-call resolution rate through active listening and structured problem-solving, consistently exceeding performance metrics.
- Analyzed customer feedback data to surface customer insights, redesigning the feedback process and lifting satisfaction scores by 30%.
- Led performance improvement efforts by training and mentoring junior representatives, improving overall team efficiency by 20%.
- Engaged stakeholders across support and operations to streamline order, return, and refund processing, eliminating transaction errors and delays.

Customer Support Specialist (Remote) May 2022 – Dec 2023

XYZ Telecommunications, Los Angeles, CA

- Resolved account, billing, and service-upgrade issues, achieving an 85% first-contact resolution rate.
- Executed upselling and cross-selling initiatives that grew service revenue by 25%, contributing to team sales strategy.
- Reduced live chat and email response time by 40% through data analysis of response-time metrics.

- Engaged technical-team stakeholders to troubleshoot service issues, improving cross-functional resolution speed and the overall customer journey.

Call Center Representative Dec 2020 – Apr 2022

Gliant Mould Digital Services, Cross River State, Nigeria

- Managed inbound and outbound calls, maintaining a 90% customer satisfaction rating.
- Guided customers through step-by-step technical troubleshooting, improving first-call resolution.
- De-escalated complaints with empathetic, professional support, protecting customer retention.
- Maintained detailed CRM records, applying data analysis to support accurate performance-metrics reporting and customer insights.

TRAINING & PRACTICAL EXPERIENCE

Recruitment Specialist & HR Consulting Trainee (1-Month Practical Training)

Brainiacs Africa Jobs

- Completed an intensive 1-month practical training in recruitment and human resource consulting with Brainiacs Africa.
- Gained hands-on skills across the recruitment process, including talent sourcing, candidate screening, and matching candidates to roles.
- Built practical knowledge of human capital development and core HR functions, applying them in a consulting environment.
- Used Airhly as part of the recruitment workflow during the training.

Bloomberg Client Service Job Simulation (Forage) Oct 2026

- Completed a job simulation acting as a hypothetical Bloomberg Customer Support team member.
- Created a task management schedule using the Eisenhower Matrix to prioritize and triage tasks.
- Conducted a root cause analysis that enabled a client to make better use of a variety of Bloomberg Terminal features.
- De-escalated and solved challenging customer issues while maintaining composure.

EDUCATION

Bachelor's Degree in Computer Science

University of Calabar

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Certified Customer Service Professional (CCSP)
- Zendesk Customer Support Certification
- Salesforce CRM Specialist Training
- Recruitment & HR Consulting Practical Training – Brainiacs Africa Jobs
- Bloomberg Client Service Job Simulation, Certificate of Completion – Forage (October 2026)