

JENNIFER OTANWA

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PROFESSIONAL SUMMARY

Customer Support Specialist with 4+ years of experience delivering fast, accurate, and empathetic support across chat, voice, and email. With proven ability to support customers in fast-paced, cross-functional environments while maintaining high standards of service. Skilled in Zendesk, Hubspot, Salesforce, and Google Workspace (Docs, Sheets, Gmail) with strong attention to detail, sound judgment, and proactive problem-solving skills. Adept at troubleshooting issues, documenting cases, and improving workflows while consistently meeting SLA and KPI targets. Known for taking initiative, collaborating with teams, and delivering excellent customer experiences.

CORE SKILLS

- Customer Support (Chat, Voice, Email)
- CRM Tools: Zendesk, Salesforce, HubSpot, Zoho, Freshdesk, Pipedrive
- Google Workspace (Docs, Sheets, Gmail)
- Ticket Management & Documentation
- Troubleshooting & Issue Resolution
- Attention to Detail & Critical Thinking
- Proactive Problem-Solving
- Fast-Paced Environment Adaptability
- Cross-Functional Collaboration
- Customer Onboarding & Support
- Data Entry & Reporting
- Communication (Fluent English – Written & Verbal)
- SLA & KPI Management

PROFESSIONAL EXPERIENCE

Customer Success Manager | Rivermate (Remote) | July 2025 – Present

- Delivered fast, accurate, and empathetic support via chat, email, and calls, resolving platform, onboarding, and payment-related issues in real time.

- Used CRM tools like Salesforce and HubSpot to manage cases, update records, and maintain accurate documentation.
- Applied sound judgment and critical thinking to troubleshoot issues and escalate when necessary.
- Guided new users through onboarding workflows, improving adoption by 30%.
- Monitored trends and identified recurring issues to improve processes and customer experience.
- Collaborated with cross-functional teams to resolve issues quickly and efficiently.

Customer Service Representative | Power Suite Tech | July 2024 – March 2025

- Provided professional customer support via phone, chat, and email, ensuring high customer satisfaction.
- Maintained accurate CRM records and reduced errors by 20%.
- Used Google Workspace tools (Docs, Sheets, Gmail) for reporting, communication, and task tracking.
- Improved response time by 25% through process optimization and template improvements.
- Demonstrated strong attention to detail when handling client data and communications.

Online Support Agent | Ziingo Shopping | Nov 2022 – January 2024

- Handled 50+ daily customer interactions across calls, chat, and email in a fast-paced environment.
- Resolved 95% of customer issues on first contact using strong problem-solving skills.
- Maintained detailed documentation in CRM systems, ensuring accurate case tracking.
- Collaborated with internal teams to resolve logistics and delivery issues efficiently.
- Delivered personalized, empathetic communication to customers, improving satisfaction rates.

EDUCATION

University of Abuja

CERTIFICATIONS

- Technical Support Fundamentals – Coursera
- Virtual Assistant Training – Vsavvy Academy

- Delivering Exceptional Customer Support – HubSpot Academy
- IT Support Training – Digital Witch Support Community