

JONATHAN EFFIONG ITA

Road D 10, Iroko Estate, Igando, Lagos

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Professional Summary

Customer Support & Operations Specialist with proven experience in fintech operations, transaction monitoring, customer support, CRM, SLA management and cross-functional collaboration. Recognized for resolving customer issues with empathy, accuracy and ownership while maintaining high service standards.

Core Competencies

Customer Support • Fintech Operations • Transaction Processing • CRM • Ticket Resolution • Google Workspace • Reporting • Documentation • Escalation Management • Problem Solving • Communication

Professional Experience

Unified Payments Services Ltd – Processing Specialist / Operations Support (Sept 2022–Present)

- Monitor financial transactions, investigate exceptions, support customer service teams, prepare operational reports and resolve issues.

Teleperformance Nigeria (Bolt) – Customer Support Specialist (Feb 2024–Jul 2025)

- Resolved customer enquiries within SLA, documented incidents, escalated complex cases and ensured excellent customer satisfaction.

GMT Haulage & Distribution Ltd – Administrative & Client Operations Officer

- Coordinated logistics, resolved client complaints and maintained service standards.

Infibranches Technologies Ltd – Sales Associate / Operations Support

- Supported customer enquiries, reporting and operations.

TOTAL E&P; – IT Support Intern

- Desktop support, deployments and hardware troubleshooting.

Education

HND, Computer Science (Upper Credit) – GAPOSA

National Diploma – Federal Polytechnic Nasarawa

Technical Skills

MS Office • Transaction Processing Systems • Documentation • Hardware Support • Reporting

Languages

English, Yoruba, Hausa, Efik and Oron (Fluent)

References

Mr. Kenneth Amba – Total Energies Lagos – 07034008817

Mr. Bassey Atanang – Manager, TGI Lagos – 08161797082

Elder Eddy Emmanuel – Lagos – 08035185763