

MATTHEW ABIRI

 CUSTOMER SERVICE REPRESENTATIVE |  TECHNICAL SUPPORT |  CUSTOMER EXPERIENCE

 Nigeria

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PROFESSIONAL SUMMARY

Customer-focused and highly communicative professional with **4+ years of experience providing first-line technical and user support**, troubleshooting issues, responding to enquiries, resolving complaints, and following up to ensure successful resolution. Experienced in assisting users through different communication channels, explaining technical information clearly, maintaining accurate records, and escalating complex issues appropriately. Strong work ethic, patience, problem-solving ability, and a proven capacity to work independently and effectively in remote environments.

CORE SKILLS

- Customer Service & Customer Support
- Customer Enquiry Resolution
- Complaint Handling & Resolution
- Phone, Email & Chat Support
- User Assistance & Technical Support
- Problem Solving & Troubleshooting
- Customer Follow-up
- Issue Escalation
- Communication & Active Listening
- Documentation & Record Keeping
- Microsoft Office
- Google Workspace
- Zoom & Google Meet
- Remote Collaboration
- Time Management
- Strong Work Ethics

PROFESSIONAL EXPERIENCE

Shamar Educational Foundation

IT Support Officer | August 2023 – Present | Nigeria

- Provide first-line support and assistance to users experiencing technical and service-related issues.
- Respond to user enquiries professionally, patiently, and clearly, ensuring concerns are properly understood and addressed.
- Troubleshoot hardware, software, network, connectivity, account-access, and other technical issues.
- Guide users through solutions in simple, easy-to-understand language, even when dealing with complex technical problems.
- Handle password resets, user access issues, software installations, and other support requests.
- Follow up on unresolved issues and escalate complex problems when necessary.
- Maintain accurate records and documentation of support requests, issues, and resolutions.
- Assist users with Google Workspace, Microsoft Office, Zoom, Google Meet, and other digital tools.
- Work independently while maintaining effective communication and timely responses.
- Maintain a professional and customer-focused approach when dealing with users and resolving complaints.

Midas Academy

ICT Instructor / Technical Support Assistant | August 2021 – September 2023 | Nigeria

- Provided technical assistance and day-to-day support to students, staff, and users.
- Responded to questions and enquiries while ensuring users received clear and accurate information.
- Diagnosed and resolved hardware, software, connectivity, and computer-related problems.
- Assisted users with setting up and using digital platforms, applications, and computer systems.
- Communicated technical concepts in a simple and understandable manner to users with different levels of technical knowledge.
- Supported users patiently and professionally, particularly when resolving recurring technical difficulties.
- Documented issues, solutions, and relevant technical information for effective follow-up.
- Coordinated with colleagues to resolve issues that required additional assistance or escalation.
- Worked effectively in a fast-paced environment while managing multiple support and instructional responsibilities.

EDUCATION

University of the People

Bachelor of Science (B.Sc.), Computer Science
2017 – 2021

CERTIFICATIONS

- **Google Technical Support Fundamentals**
 - **Data Science for Everyone — DataCamp**
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TECHNICAL & DIGITAL TOOLS

Productivity: Microsoft Office, Google Workspace

Communication & Collaboration: Zoom, Google Meet

Technical Support: Hardware & Software Troubleshooting, Network/Connectivity Support, User Access Support, Password Resets, Software Installation

PROFESSIONAL STRENGTHS

- Excellent verbal and written communication
- Patient and empathetic approach to customer interactions
- Strong attention to detail
- Reliable and professional work ethic
- Ability to remain calm when handling difficult issues
- Fast learner with strong problem-solving skills
- Comfortable working independently in a remote environment
- Strong follow-up and issue-resolution mindset