

MATTHEW DANIEL O.

Customer Support Specialist | Customer Success | Administrative Support

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Professional Summary

Customer Support Specialist with experience delivering responsive support across email, live chat, phone, and social media channels. Recognized for resolving customer concerns professionally, maintaining accurate records, and building positive customer relationships. Detail-oriented, adaptable, and committed to delivering excellent service in remote, hybrid, or on-site environments.

Core Competencies

• Customer Support • Customer Success • CRM • Email, Live Chat & Phone Support • Complaint Resolution • Customer Retention • Google Workspace • Data Entry • Administrative Support • Problem Solving • Team Collaboration • Attention to Detail

Professional Experience

Customer Support Representative | Iroko TV | Lagos, Nigeria | 2016-2018

- Delivered customer support through email, WhatsApp, Instagram, and phone while ensuring prompt, professional communication.
- Resolved customer enquiries and complaints with a solution-focused approach that improved customer satisfaction.
- Managed customer interactions and maintained accurate records for effective follow-up.
- Tracked customer issues and support activities using Google Sheets.
- Built positive customer relationships through empathy, active listening, and timely resolution.

Endorsement Officer (Administrative Support) | Lawasco Global Venture | Jul 2020 – Jan 2021

- Coordinated endorsement and transaction verification processes.
- Maintained accurate operational and financial records.
- Generated reconciliation reports using ERP systems.
- Supported management with documentation and reporting.

Additional Experience

Sign Language Interpreter

- Supported students with hearing impairments through effective interpretation.

Professional Massage Therapist

- Delivered client-focused services with empathy and professionalism.

Education

Nigeria Certificate in Education (NCE)

Federal College of Education (Special), Oyo | 2018–2021

Availability

Open to Remote, Hybrid, and On-site roles | Full-time or Part-time