

OBINNA JOSHUA CHIZURUM

Okokomaiko, Ojo, Lagos State,

<https://www.linkedin.com/in/joshua-obinna-991560190>

[joshuaobinna@gmail.com/](mailto:joshuaobinna@gmail.com)

+2348064368721

PROFESSIONAL SUMMARY

Customer Service and Customer Support Specialist with over 7 years of experience delivering exceptional support across banking, telecommunications, and enterprise software environments. Proven ability to resolve high volumes of customer inquiries efficiently via phone, email, and chat while maintaining excellent customer satisfaction levels. Skilled in CRM systems, complaint resolution, technical troubleshooting, and SLA-driven service delivery. Recognized for improving customer retention, resolving complex issues, and providing seamless omnichannel customer experiences in fast-paced environments.

CORE CUSTOMER SERVICE COMPETENCIES

- Customer Support (Phone, Email, Chat)
 - Customer Complaint Resolution & Escalation Management
 - CRM Systems (Microsoft Dynamics 365, ServiceNow)
 - Customer Retention & Relationship Management
 - Omnichannel Customer Support
 - Call Center Operations
 - SLA Management & Incident Tracking
 - Technical Support & Troubleshooting
 - Customer Experience Optimization
 - Problem Solving & Conflict Resolution
 - Communication & Interpersonal Skills
 - Data Entry, Documentation & Reporting
 - Microsoft Office Suite (Excel, Word, Outlook)
 - Service Desk & Ticketing Systems
-

PROFESSIONAL EXPERIENCE

Teknowledge Nigeria

Microsoft Dynamics 365 CRM Technical Support Engineer

July 2024 – February 2026

Key Responsibilities & Achievements:

- Provided customer support for enterprise clients using Microsoft Dynamics 365 CRM.
 - Resolved customer issues related to system access, functionality, and performance.
 - Assisted customers in troubleshooting and resolving technical and usability issues.
 - Delivered timely support while maintaining SLA compliance and high customer satisfaction.
 - Documented customer issues and resolutions to improve service efficiency.
 - Supported customers across multiple communication channels including email and remote support.
-

VDT Communications Limited

Customer Support Executive (Enterprise / SME / 4G Clients)

April 2022 – June 2024

Key Responsibilities & Achievements:

- Delivered technical and customer support to enterprise, SME, and broadband customers.
 - Logged and managed customer complaints using ServiceNow ticketing system.
 - Resolved connectivity and service-related customer issues promptly.
 - Maintained proactive communication with customers regarding service updates.
 - Ensured all customer issues were resolved within defined SLA timelines.
 - Monitored customer service systems to prevent downtime and improve customer experience.
 - Received commendation from supervisor for service excellence.
-

United Bank for Africa (UBA)

Customer Experience Expert

February 2021 – March 2022

Key Responsibilities & Achievements:

- Handled 120–140 customer inquiries and complaints daily via phone and digital channels.
- Resolved mobile banking, USSD, and transaction-related issues.
- Assisted customers with account access, card services, and online banking support.
- Improved customer satisfaction through efficient complaint resolution.

- Helped increase customer retention through effective problem-solving.
-

Scimitar Global Services

Call Center Agent / Team Lead

April 2020 – February 2021

Key Responsibilities & Achievements:

- Responded to high-volume customer inquiries and provided effective resolutions.
 - Maintained high performance standards in call handling and resolution time.
 - Promoted to Team Lead and supervised 20 customer service agents.
 - Trained and mentored new staff to improve service delivery quality.
 - Reduced customer complaints by improving escalation handling processes.
-

Polaris Bank Limited

Customer Care Officer / Transaction Officer

February 2018 – April 2020

Key Responsibilities & Achievements:

- Provided frontline customer service support and resolved customer complaints.
 - Assisted customers with banking services, account issues, and transactions.
 - Maintained professional and positive customer interactions.
 - Helped improve customer satisfaction and retention.
-

Guaranty Trust Bank (GTBank)

Sales / Account Officer

December 2017 – August 2018

Key Responsibilities & Achievements:

- Managed over 900 customer accounts and provided ongoing support.
 - Assisted customers with account-related inquiries and service needs.
 - Built strong customer relationships to improve retention and satisfaction.
-

EDUCATION

Higher National Diploma (HND), Computer Science
Ogun State Institute of Technology

National Diploma (ND), Computer Science
Ogun State Institute of Technology

CERTIFICATIONS

- ITIL V4 Certification
 - Customer Experience (CX) for Business Success
 - GTBank Product Knowledge Certification (Retail & ePayments)
 - Cisco Certified Network Associate (CCNA – Discovery 1–4)
-

CUSTOMER SERVICE TOOLS & TECHNOLOGIES

- Microsoft Dynamics 365 CRM
 - ServiceNow
 - Avaya
 - Five9
 - Microsoft Office Suite
 - Ticketing and Helpdesk Systems
-

KEY CUSTOMER SERVICE ACHIEVEMENTS

- Resolved up to 140 customer inquiries daily while maintaining service quality.
 - Promoted to Team Lead due to strong leadership and customer support performance.
 - Reduced customer complaints through effective escalation handling.
 - Maintained high SLA compliance across enterprise and retail customers.
 - Consistently recognized by supervisors for outstanding customer service delivery.
-

ADDITIONAL INFORMATION

Professional Member: Nigeria Association of Computer Science Students