

MOSES OMOLASHO

Remote Customer Support Specialist & B2B Contractor

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PROFESSIONAL SUMMARY

Customer Support Specialist with over 4 years of experience handling remote, cross-border customer inquiries across phone-adjacent, email, chat, and ticketing channels. Skilled in account support, technical troubleshooting, queue management, CRM systems, and clear written communication. Known for resolving complex issues, documenting accurate escalations, and maintaining strong customer satisfaction in fast-paced remote environments.

SKILLS

- **Customer Support Systems:** Zendesk Ticketing, Salesforce CRM, HubSpot, Zoho CRM, Customer Success Architecture, Help Desk Systems
- **Ticketing & Queue Management:** First-Contact Resolution (FCR), Ticket Escalation, SLA Compliance, Email Support, Live Chat Support, Order Processing
- **Operations & Collaboration Tools:** Slack, Trello, Notion, Google Workspace, Microsoft Office 365, Asynchronous Communication, MS Excel
- **Technical Troubleshooting:** Hardware/Software Configurations, Diagnostics, Analytical Problem Solving

PROFESSIONAL EXPERIENCE

Dreamport Platform | Independent Remote Contractor & Customer Manager

Jul 2025 – Present

- Serve as the primary remote point of contact for North American and European clients, providing courteous customer support, resolving complex inquiries, and personalizing accounts.
- Align operational availability directly with US active zones (EST/PST) to deliver professional support during critical, high-volume intervals.
- Manage and resolve intricate customer conflicts and service disruptions under strict industry rules, keeping users consistently informed while following established quality and security procedures.
- Maintain rapid response times across incoming queues, researching account information and applying structured, practical solutions to support strong customer satisfaction metrics.

Spectranet | Sales & Customer Support Associate

Jan 2022 – Jun 2025

- Collaborated directly with technical and sales teams to manage multi-user accounts, perform hardware diagnostics, and provide clear, actionable customer support.
- Guided customers step-by-step through 4G LTE and 5G network configurations, increasing first-contact resolution through accurate troubleshooting and knowledgeable assistance.
- Executed data-driven retention outreach to historical accounts, identifying evolving user needs and restoring recurring service revenues.
- Documented system bug reports and escalated recurring platform friction logs to engineering departments to minimize user churn.

EDUCATION

University of the People | Bachelor of Science in Business Administration (B.S.B.A.)

Sep 2025 – Present

Pasadena, California, USA

LEADERSHIP & FELLOWSHIPS

Millennium Campus Network (MCN) & United Nations Academic Impact | Millennium Fellow

2026 – Present

- Selected for a highly competitive, global leadership development program advancing United Nations Sustainable Development Goals (SDGs).

- Developed core competencies in community impact assessment, intercultural communication, and peer-to-peer collaborative leadership.