

Olajumoke Dorcas Gbodi

Customer Experience Specialist

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PROFESSIONAL SUMMARY

Customer Experience Specialist with 5 years of experience managing inbound calls and delivering support that people actually feel good about. I take pride in learning something new every day and making sure every customer leaves the conversation in a better place than they started. 95%+ CSAT, 93% first contact resolution, and a genuine love for helping people through complicated situations.

CORE SKILLS

Inbound Phone Support | Professional Phone Presence | Empathetic Communication
First Contact Resolution | Account Status Updates | Accurate Information Delivery
CRM Tools | Multitasking Under Pressure | Research and Investigation

TOOLS AND SYSTEMS

CRM: Zendesk, Salesforce

Support Channels: Phone, Live Chat, Email

Workspace: Windows 11 Desktop | 16GB RAM | Wired Ethernet + 4G Backup

PROFESSIONAL EXPERIENCE

Cdcare Online Business | Lagos, Nigeria

Customer Experience Specialist | 2024 to Present | Remote

- Handled 40+ inbound calls daily covering product questions, service inquiries, and technical issues. Became the go-to product expert every time a new feature launched because customers needed someone who actually knew the answer.
- Maintained 95%+ CSAT and 93% first contact resolution by getting to the root cause rather than giving surface-level answers. QA feedback became a daily improvement tool, not just a report to file away.
- Multitasked across live calls, CRM documentation, and real-time research without letting quality slip. Fast-paced was the norm, not the exception.

Gold Tracks Businesses Palace | Lagos, Nigeria

Customer Success and Support Specialist | 2022 to 2024 | Remote

- Managed inbound calls on account issues and complex cases. Products changed constantly, and staying current was non-negotiable in this role.
- Maintained a positive, energetic approach with every interaction. Partners could tell they were speaking to someone who genuinely wanted them to succeed, which helped retention on the human level before any formal process kicked in.
- Contributed to a high-performing team culture by sharing product knowledge and supporting colleagues when caseloads spiked.

EDUCATION

Moshood Abiola Polytechnic, Ogun State

HND, Marketing

ND, Marketing

KEY METRICS

95%+ CSAT maintained at Cdcare

93% first contact resolution rate

40+ daily inbound contacts handled

5 years remote customer support experience