

ROSE KING JACOB

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PROFESSIONAL SUMMARY

Customer Service Representative with 3+ years of experience delivering exceptional support across phone, email, chat, and social media. Proven ability to resolve customer inquiries, manage complaints, maintain CRM records, coordinate with cross-functional teams, and improve customer satisfaction. Strong analytical background with experience preparing reports, documenting customer interactions, and identifying process improvements. Recognized for professionalism, empathy, attention to detail, and delivering timely resolutions.

CORE COMPETENCIES

• Customer Support • Complaint Resolution • Phone, Email & Chat Support • CRM (HubSpot) • Customer Relationship Management • Customer Retention • Data Entry • Documentation • Issue Escalation • Cross-functional Collaboration • Reporting • Process Improvement • Microsoft Excel • Microsoft Office

PROFESSIONAL EXPERIENCE

Customer Support Representative | Sentryc GmbH (Remote) | Sep 2023 – May 2025

- Resolved high-volume customer inquiries across chat, email, phone, and social media, consistently delivering timely, accurate, and customer-focused support.
- Managed customer orders, modifications, cancellations, and refunds while ensuring compliance with company policies and achieving high customer satisfaction.
- Collaborated with cross-functional teams to investigate and resolve complex customer issues, improving resolution times and overall service quality.
- Maintained detailed and accurate customer records using CRM systems, ensuring complete documentation and seamless case follow-up.

Customer Service Analyst | Zeromarketing Solution (Remote) | Oct 2022 – Sep 2023

- Responded promptly to customer inquiries across digital channels while maintaining a high standard of professionalism.
- Resolved customer issues using data-driven insights, improving customer satisfaction.
- Maintained CRM records, prepared reports, and tracked recurring customer issues.
- Worked with internal teams to resolve escalations and improve service delivery.

Customer Service / Telesales Officer | Berechiah Global Services | Feb 2021 – Sep 2022

- Handled inbound and outbound customer interactions via phone and messaging.
- Resolved complaints, processed requests, and educated customers on products and payment options.

- Built strong customer relationships through proactive follow-up and effective communication.
- Maintained accurate CRM documentation and ensured timely issue resolution.

EDUCATION

B.Sc. Statistics – University of Ibadan

Diploma in Statistics – University of Ibadan

TECHNICAL SKILLS

HubSpot CRM | Microsoft Excel | Microsoft Word | Python | Report Writing