

SHALLOM DONATUS

Customer Service Representative

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SUMMARY

Customer-focused Support Specialist with 2+ years of experience in AI-driven digital platforms and Web3/blockchain community management. Skilled in troubleshooting, issue resolution, and delivering accurate solutions that enhance user satisfaction and team performance. Proven ability to manage customer interactions efficiently in fast-paced environments while applying logical reasoning to maintain clear, structured, and strategic communication. Known for adaptability, transparency, creativity, and building strong customer relationships that drive engagement and retention.

STRENGTH

- Effective Communication
- Adaptability
- Time Management
- Team Leadership & Collaboration
- Persuasion & Negotiation
- Problem Solving

KEY SKILLS

- Customer Support & Complaint Resolution
- Community Management & Moderation
- Email Handling & Support
- Sales & Customer Relation
- Marketing Strategy
- Technical Troubleshooting

PROFESSIONAL EXPERIENCES

Customer Support Agent

C.Brilliance AI Tech. Limited (UK)

September 2024 - May 2026

- Provided technical support for AI-based platforms, handling 50+ customer inquiries daily across multiple channels.
- Diagnosed and resolved customer issues using step-by-step troubleshooting, achieving 85%+ first-contact resolution rate.
- Maintained high customer satisfaction through clear and professional communication, contributing to 90% customer satisfaction scores.
- Escalated complex issues to the appropriate technical team, reducing resolution delays.

Community Administrator (Web3 Project)

Solaxy Tech Ltd (US)

November 2023 - July 2024

- Managed and moderated a growing online community of 3,000+ active members.
- Responded to user inquiries and maintained engagement, achieving high response rates within 24 hours.
- Supported digital marketing and community growth, contributing to 30% increase in community engagement.
- Handled conflict resolution and enforced community rules, reducing disputes, and maintaining a positive user environment.

EDUCATION/CERTIFICATION

St. Pirans High School

SSCE 2021

National Open University

BSc, Computer Science 2027

ADDITIONAL SKILLS

Basic Technical Support System — Google Workspace — Microsoft Office Suite — Digital Communication Tools — No-code / Low-code Automation.