

CHIAGOZIE STELLAMARIS OKAFOR

Customer Support, Ticketing & Client Service Specialist

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PROFESSIONAL SUMMARY

Dedicated Customer Support and Service professional with specialized expertise in multi-channel helpdesk management, ticket resolution, client satisfaction, and operational support. HubSpot and Zendesk certified with a proven track record of achieving 98% SLA compliance, 95% CSAT scores, and managing 50+ weekly support inquiries and customer transactions. Adept at asynchronous communication, cross-functional remote collaboration, ticket tracking, and delivering exceptional client experiences.

CORE COMPETENCIES & TECHNICAL SKILLS

- **Customer Support & Service:** Multi-Channel Helpdesk Management, Ticket Resolution, Client Communication, Complaint Resolution, Customer Engagement, SLA Tracking, High-Touch Guest Relations, Asynchronous Support
- **Operations & Logistics:** Inventory Tracking & Control, Order Processing & Fulfillment, Logistics & Dispatch Management
- **Digital Platforms & CRM:** HubSpot Service Hub, Zendesk Support, Google Workspace, Slack, Microsoft Excel & Word, Zoho Office, Notion
- **Executive & Soft Skills:** Stakeholder Management, Cross-Functional Collaboration, Written & Verbal Communication, Problem Solving, Business Acumen

PROFESSIONAL EXPERIENCE

MODE LAGOS | Men's Fashion & Retail Enterprise

Sales, Customer Support & Logistics Associate | Lagos, Nigeria | 2025 – Present

- Managed 50+ weekly customer support inquiries and service requests across phone, email, chat, and social channels, consistently maintaining 98% SLA compliance.
- Resolved complex customer escalations with professional empathy and structured ticket problem-solving, achieving a 95% CSAT score.
- Processed and dispatched 40+ weekly orders with 100% accuracy, coordinating quality assurance, packaging, and logistics workflows.
- Scaled sales and support conversions to 50+ per week, exceeding monthly targets by 15% through consultative upselling and tailored product recommendations.
- Tracked 150+ SKUs, eliminating stockouts and streamlining inventory control operations.
- Collaborated with cross-functional teams using Slack and Google Workspace to optimize service operations and client communication protocols.

TOBY'S MEN'S WEAR | Men's Fashion & Retail Brand

Office & Operations Assistant | Enugu, Nigeria | 2022 – 2023

- Handled 30+ client support inquiries weekly across digital channels, maintaining professional response times under 2 hours.
- Provided comprehensive administrative support and customer service operations, ensuring seamless execution of daily business routines.
- Maintained meticulous physical and digital ticketing records, documentation, and inventory tracking logs with 100% accuracy.
- Partnered with team leads on scheduling, stakeholder coordination, and service workflow optimization.

EDUCATION & CERTIFICATIONS

- **Bachelor of Laws (LL.B):** Abia State University, Uturu, Nigeria (Graduated: 2022)
- **Secondary Education (WASSCE):** Seat of Wisdom Secondary School, Enugu, Nigeria (Completed: June 2016)
- **HubSpot Certification:** HubSpot Service Hub Software Certification
- **Zendesk Certification:** Zendesk Support Administrator & Customer Support Representative Certification
- **Specialized Credential:** Hospitality & Tourism / Hospitality & Cruise Certificate, eFuturo Academy

LANGUAGES

- **English:** Native / Full Professional Proficiency