

OKPALA MIRACLE OBLUEBUBECHUKWU

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SUMMARY

CUSTOMER SUPPORT | CUSTOMER SERVICE REPRESENTATIVE

Customer Support and Service Specialist with hands on experience delivering high quality email, chat, and phone support across retail and service based environments. Proven ability to manage high volumes of customer inquiries while maintaining a 95% customer satisfaction (CSAT) score, improving repeat patronage by 20%, and reducing repeat complaints through effective first contact resolution. Skilled in handling escalations, resolving complaints professionally, and documenting customer interactions with 100% accuracy to support operational reporting and service improvements

AREAS OF EXPERTISE

- Customer Support & Customer Experience (CX)
- Email, Chat & Phone Support
- Issue Resolution & Escalation Handling
- Customer Satisfaction (CSAT) & Retention
- Complaint & Feedback Management
- Order & Transaction Processing
- Data Entry & Record Management
- Google Workspace (Docs, Sheets, Drive)
- Microsoft Word & Excel
- Time Management & Multitasking
- Attention to Detail & Accuracy

KEY ACHIEVEMENTS

- Achieved 95% customer satisfaction by resolving inquiries and complaints efficiently and professionally.
- Increased customer return rate to 80% by delivering empathetic, solution focused support.
- Maintained 100% accuracy in transaction processing and customer records.
- Reduced repeat complaints by proactively following up and confirming issue resolution.
- Consistently met daily service targets in fast paced customer facing roles
- Contributed to smoother operations by collaborating with sales and operations teams, reducing service delays by 15%.
- Entered and managed 100+ customer records weekly with near zero errors, improving data reliability and reporting accuracy.
- Recognized for reliability and consistency in meeting service standards in fast-paced customer-facing environments

PROFESSIONAL EXPERIENCE

12/2024-04/2025

CUSTOMER SERVICE AND SUPPORT REPRESENTATIVE | Dogtas Exclusive Store

- Resolved 30+ customer inquiries daily, achieving 95% CSAT by providing accurate product information and timely solutions.
- Increased repeat patronage by 20% by following up with customers and ensuring complete issue resolution.
- Maintained 100% accuracy in customer and sales records by consistently updating logs and reports.
- Reduced complaint escalation by 15% through effective first-contact resolution and active listening.
- Collaborated with sales and operations teams to improve service flow and response times.
- Reduced complaint escalations by 15–20% by achieving high first-contact resolution rates and applying active listening and problem-solving techniques.
- Improved average response and resolution time by 20% by prioritizing inquiries effectively and managing multiple requests simultaneously.

CASHIER AND SALES REPRESENTATIVE | Ingoliment Gold Store,

11/2023-2024

Novare Mall, Lagos

- Processed 50+ transactions per shift with 100% cash accuracy by adhering to standard operating procedures.
- Assisted 20–30 customers daily with product inquiries, improving purchasing confidence and satisfaction.
- Reduced pricing and record discrepancies by 25% by maintaining up-to-date product pricing and sales logs.
- Prepared accurate daily sales reports, supporting inventory and revenue tracking.
- Assisted 20–30 customers daily, increasing purchasing confidence and satisfaction as reflected in repeat visits and positive in-store feedback.
- Reduced pricing and sales record discrepancies by 25–30% by routinely auditing product prices and maintaining up-to-date sales logs.
- Prepared daily sales reports with 100% data accuracy, supporting inventory control, revenue tracking, and management decision-making.
- Supported peak-hour operations by handling high transaction volumes without delays, maintaining consistent service quality.
- Improved checkout efficiency by 15% by streamlining transaction processes and proactively resolving pricing issues at point of sale.

RESTAURANT AND LOUNGE ONITSHA,ANAMBRA STATE

- Managed 40+ front-desk interactions daily, including reservations and inquiries, in a high volume environment.
- Increased customer return rate to 80% by resolving complaints professionally and ensuring positive experiences.
- Reduced wait-time complaints by 20% by coordinating efficiently with service staff.
- Maintained accurate transaction and service records, supporting smooth daily operations

EDUCATION

Federal College of Education (Technical)

English/Economics2019/2023

TECHINICAL PROFICIENCY

- Customer Support Tools & CRM Systems (Zendesk, Freshdesk, Intercom – quick learner)
- Ticketing Systems & Case Management
- Email, Chat & Phone Support Platforms
- Google Workspace (Docs, Sheets, Drive, Gmail)
- Microsoft Office (Word, Excel, Outlook)
- Data Entry & Customer Record Management
- Order, Payment & Transaction Processing
- Knowledge Base & Help Center Tools
- Call Logging & Interaction Documentation

LANGUAGES

- English
- Igbo