Chinedu Eze

Customer Service Representative

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PROFESSIONAL SUMMARY

Customer service representative with 3 years in telecoms and fintech contact centres. Handles 70+ customer contacts a day across phone, chat and email with a 92% satisfaction score and 85% first-contact resolution.

WORK EXPERIENCE

Customer Experience Agent Jun 2023 – Present

SwiftPay Fintech Ltd, Abuja

- Resolve 70+ chat, email and phone requests daily on Zendesk, keeping CSAT at 92%
- Cut average handling time from 7 to 5 minutes by building a library of saved replies
- Escalate fraud cases to the risk team within 15 minutes, helping recover customer funds

Call Centre Agent Mar 2022 – May 2023

ConnectNet Telecoms, Lagos

- Handled 90+ inbound calls per shift on billing, data plans and SIM issues
- Retained 40+ customers a month who called to cancel by offering suitable plans

EDUCATION

B.Sc. Mass Communication, Second Class Lower 2016 – 2020

University of Nigeria, Nsukka

- NYSC: 2021, Kano State

SKILLS

Zendesk • Freshdesk • Live chat • Complaint resolution • Upselling • Typing 55 wpm • Active listening

CERTIFICATIONS

Customer Service Fundamentals, Coursera / Google 2023

LANGUAGES

English (Fluent) • Igbo (Native) • Hausa (Conversational)