



AIVOOKHAI SAMSON MAYOWA

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Objective

Dedicated and empathetic customer support specialist with [6 years] of experience in providing exceptional service to clients. Skilled in resolving inquiries, managing complaints, and ensuring customer satisfaction. Seeking to leverage communication and problem-solving skills to contribute effectively to a dynamic customer support team. ## Professional Experience: ### Customer Support Specialist **OBA International** *Month Year - Present* - Responded promptly and professionally to customer inquiries via phone, email, and live chat. - Resolved technical issues and provided troubleshooting assistance for products and services. - Handled customer complaints with empathy, patience, and a focus on finding satisfactory resolutions. - Maintained accurate records of interactions and transactions in the CRM system. - Collaborated with cross-functional teams to escalate complex issues and ensure timely resolution. ### Support Representative **Orange drugs**, - Assisted customers with product information, order inquiries, and account management. - Provided guidance and support to customers navigating the company's website and self-service tools. - Identified opportunities for process improvement and contributed ideas to enhance the customer experience. - Participated in training sessions to stay updated on product features, policies, and procedures. : - ## Skills: - Excellent communication skills, both verbal and written - Strong problem-solving abilities and attention to detail - Proficient in CRM software and ticketing systems - Ability to remain calm and composed under pressure - Empathy and patience in dealing with challenging situations - Time management and multitasking skills ## Certifications: - [List any relevant certifications or training programs] ## References: Available upon request. .

Experience

- Orange drugs** 2010 - 2012
Supervisor

Education

- Computer in diploma

Skills

- Problem solving