

Yetunde Afolabi

Customer Service Representative

14 Adeola Odeku Street, Victoria Island, Lagos

0800 000 1234

yetunde.afolabi@email.com

Professional Summary

Dedicated and empathetic Customer Service Representative with over three years of experience in high-volume support environments. Proven track record of resolving complex customer issues, maintaining high satisfaction scores, and collaborating with cross-functional teams to improve service delivery. Skilled in using CRM systems to track interactions and ensure follow-up accuracy.

Key Skills

- Customer Relationship Management (CRM)
- Conflict Resolution and De-escalation
- Active Listening and Empathy
- Microsoft Office Suite (Excel, Word, Outlook)
- Phone and Email Support

Work Experience

- Managed a queue of 45+ daily customer inquiries via phone and email, achieving a 95% customer satisfaction score over two consecutive years.
- Reduced average first-response time by 20% by reorganizing the daily ticketing workflow and prioritizing urgent cases.
- Collaborated with the product team to report recurring technical issues, contributing to a 15% decrease in related support tickets within six months.
- Assisted senior representatives in handling 30+ daily support tickets, ensuring accurate documentation in the CRM system.
- Resolved 85% of basic customer queries independently, reducing the escalation rate to senior staff by 10%.
- Participated in weekly training sessions to stay updated on new product features, improving response accuracy for new releases.

Education

Bachelor of Science in Mass Communication

University of Lagos, Akoka, Lagos

2018 – 2022

Certifications

- Customer Service Excellence Certificate – 2024
- Microsoft Office Specialist (MOS) – 2023

Referees

Available upon request.