

Joy Osah

Customer Support Specialist | Virtual Assistant | Customer Success Professional

Port Harcourt, Nigeria
Joyosah20@gmail.com | +234 810 423 0492
linkedin.com/in/joy-osah

Professional Summary

Customer Support Specialist with 4+ years of experience in banking customer service. Experienced in resolving customer inquiries, supporting digital banking products, handling high-volume interactions, and using CRM tools to deliver excellent customer experiences.

Core Skills

Customer Support • Customer Success • Email, Chat & Phone Support • CRM (Intercom, Zendesk, HubSpot, Freshdesk, Gorgias) • Shopify • Virtual Assistance • Google Workspace • Microsoft Office • Slack • Zoom • Data Entry • Problem Solving • Communication

Professional Experience

Customer Service Representative

First Bank Nigeria
May 2022 – Present

- Handle 50+ customer interactions daily across multiple service channels.
- Resolve account, transaction, and digital banking inquiries efficiently.
- Educate customers on digital banking services and self-service tools.
- Escalate complex issues appropriately and maintain accurate documentation.
- Deliver excellent customer service while meeting quality standards.

Education

B.Sc. (Ed.) Business Education
Rivers State University

Certification

TEFL Certification (Certificate No. TR2895104694)

Technical Skills

Intercom, Zendesk, HubSpot, Freshdesk, Gorgias, Shopify, Microsoft Office, Google Workspace, Canva, ChatGPT