

**LAWRENCE LIGHT PATRICK**

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Am a graduate of Biochemistry.

Dedicated and results-driven customer service representative with 3 years of experience delivering exceptional customer experiences, resolving issues efficiently, and exceeding customer satisfaction targets. Proficient in Microsoft Word, Microsoft Excel, Microsoft PowerPoint, with Diploma in Data processing and information management and excellent communication and problem-solving skills.

**Work Experiences**

* Customer Support Agent

Bluezilla company, Remote

11/05/2022 – 16/01/2024

* customer support/Community Moderator (Telegram)

Bscmemepad Project, Remote

15/01/2021- 01/12/2021

* Customer Support /Community Moderator (Telegram)

MetaversePad Project, Remote

04/03/2022 - 27/01/2023

* Customer Support Rep./Community Admin.

Tribal war P2E Project, Remote

11/05/2022 – 16/12/2022

* Platoon Public Relation Officer

National youth corps service.

15/06/2023 - present

* Charity Community Development service Community Counselor.

National youth corps service.

01/06/2023 – 16/06/2024

* Digital Assets Trader (freelance)

2020 - present

**Key Responsibilities**

- Responded to customer inquiries via phone, email, and chat, resolving issues promptly and professionally

- Utilized active listening skills to understand customer needs, empathized with concerns, and provided personalized solutions

- Collaborated with internal teams to resolve complex issues, ensuring timely and effective resolutions

- Consistently met or exceeded customer satisfaction and first-call resolution targets

- Identified and implemented process improvements to enhance customer experience and reduce repeat issues

**Education**:

\* Higher National Diploma (HND) in Biochemistry, Federal polytechnic Nassarawa. 08/2019 – 04/2022.

\* National Diploma (ND) in Science Laboratory Technology, Federal polytechnic Bida, Niger State.

09/2015 – 05/2017

\* Diploma in Data processing and information management, Duduche Computer Training school, Abuja.

04/2014 – 08/2014

\*Full stack Blockchain/web development,

Bizmarrow Technologies, Abuja.

04/2023 – present.

**Skills:**

- Excellent communication, listening, and problem-solving skills

- Proficient in Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft, Front-end programming, CorelDraw and more.

- Strong customer service and conflict resolution skills

- Ability to work in a fast-paced environment, prioritizing multiple tasks and meeting deadlines

- Strong team player with a customer-centric mindset

**Awards:**

- Overall Best Student of the year, Duduche Computer Training school Abuja, 08/2014

**Hobbies and Interests:**

\*Customer Services

\*Traveling

\*Studying, reading and Researching

\*listening to music’s, video games.

**References:**

Available upon request.