

Ebenezer Ajimati

Customer Service Representative

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Osun-State, Nigeria

Summary Highly motivated and results-oriented Customer Service Representative with 4+ years of experience providing exceptional customer support through written communication channels. Proven ability to analyze customer inquiries, troubleshoot problems, and deliver timely and effective solutions. Passionate about the cryptocurrency space and eager to contribute to a growing FinTech startup.

Skills

- Customer Service (written communication)
 - Problem-Solving
 - Communication (English - Upper-Intermediate level)
 - Microsoft Office Suite (Word, Excel, PowerPoint)
 - Teamwork & Collaboration
 - Knowledge Base Development
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Experience

- Customer Service Representative, Access Bank Plc, Lagos, Nigeria |Jan 16, 2016-August 25, 2020
 - Provided exceptional customer support via email, chat, and phone for a leading Nigerian bank, resolving customer inquiries regarding accounts, transactions, and banking services.
 - Achieved a 90% customer satisfaction rating by promptly addressing concerns and exceeding expectations.
 - Customer Support Specialist, Konga Online Shopping Ltd., Lagos, Nigeria |Mar 06, 2021- Dec 20, 2023
 - Delivered exceptional customer support via email and online ticketing system for Nigeria's largest e-commerce platform.
 - Collaborated with internal teams to troubleshoot product order issues, payment processing problems, and ensure timely delivery.
 - Contributed to the development and maintenance of the company's knowledge base, improving customer self-service capabilities.
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Education

Federal University of Technology Akure (FUTA), Akure, Nigeria

Bachelor's degree in business administration June, 2014.

Languages

English: Fluent

Yoruba: Fluent

Interests

- Proficient in learning new technologies and software.
 - Excellent time management and organizational skills.
 - Strong work ethic and a dedication to continuous improvement.
 - Eager to learn more about the cryptocurrency space and blockchain technology.
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Certificates

- Customer Service Excellence Certification, Customer Service Institute, online 2011-2013
- Microsoft Office Specialist Certification 2014-2015, International Certification Council (ICC), Testing Center/Online
- Blockchain Fundamentals Specialization 2017-2019, Coursera, Online
- Introduction to Cryptocurrencies 2019, Udemy, Online
- Technical Writing for Customer Support 2020-2022, Society for Technical Communication (STC), Online
- Online Customer Service Fundamentals 2023-2024, eLearning Industry, Online