AMUDA SUCCESS OLUWASEUN

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PROFESSIONAL SUMMARY

Customer Service Representative with **2+ years** of progressive experience, advancing from a 10-person support team handling daily tickets and refund processes at a Nigerian eCommerce company, to a 30-person international team managing complex escalations, larger accounts, and cross-team coordination for a global hospitality platform serving customers worldwide. Consistently recognized for meeting and exceeding KPIs, and skilled at designing support processes, resolving high-complexity cases, and coordinating across inbound and outbound functions concurrently, with a consistent record of maintaining 95 to 98% satisfaction across thousands of monthly interactions across diverse, international customer bases.

WORK EXPERIENCE

Remote Customer Service Representative — April 2025 – August 2026

Alpha Intelligent Technology Co. LTD (Alpha CX) | Remote | Hospitality and Hotel Booking Platform (International, Beijing HQ, 30-Person Team)

- Operated concurrently across inbound and outbound support functions on a 30-person international team, responding to 200+ emails and 30+ inbound and outbound calls daily using Gorgias and HubSpot, for 3,000+ monthly clients across multiple countries and time zones, maintaining a 98% satisfaction rate.
- Personally resolved 500+ complex technical and account issues, including payment gateway errors and reservation discrepancies, achieving a 90% resolution rate within 10 minutes and closing 95% of these cases on first contact.
- Collaborated with emergency escalation teams on 150+ urgent, time-sensitive cases monthly, creating and routing tickets in Freshdesk for issues requiring specialist input and reducing average escalation resolution time by 15%.
- Identified recurring issues from ticket patterns and proposed Zapier workflow automations to streamline repetitive processes, contributing to a 45% improvement in overall team efficiency within 3 months.
- Consistently met and exceeded assigned KPIs, earning recognition from management, while maintaining accurate client records in HubSpot for 500+ international clients monthly and reducing repeat enquiries by 25%.

Remote Customer Service Representative — September 2023 – March 2025

LADX Logistics and Fulfilment | Remote | Lagos, Nigeria | E-Commerce Operations (10-Person Team)

- Worked within a 10-person support team managing 500+ weekly customer inquiries across phone, WhatsApp, email, and live chat, maintaining a 95%+ satisfaction rating.
- Designed and implemented the team's refund-handling process using Shopify and Gorgias, moving the team from ad hoc handling to a consistent, repeatable workflow, and maintaining a 99% accuracy rate across 2,000+ monthly records as a result.
- Resolved customer concerns on first contact in 9 out of every 10 interactions by tracking recurring issues in Gorgias, reducing repeat enquiries by 35% through clear, efficient problem-solving.
- Consistently met and exceeded team KPIs, earning recognition for performance, while building the foundation in customer retention contributing to a 20% increase in customer retention over a 6-month period.
- Collaborated with internal teams using shared tracking sheets to resolve recurring customer concerns, contributing to process improvements that increased team productivity by 40% over a 6-month period.

SKILLS

Customer Service and Process Design

- Designing and implementing support processes (e.g. refund handling) from scratch, not just following existing ones
- Managing complex escalations, larger accounts, and cross-border or non-English-speaking customer situations
- Concurrent inbound and outbound support across large, international teams

- Creating and routing escalation tickets, coordinating resolution across multiple internal teams
- Building positive customer relationships that support trust and long-term retention

Communication and Work Style

- Excellent verbal and written communication across culturally diverse, international customer bases
- Comfortable operating in both 10-person and 30-person international team structures
- Reliable and adaptable, with a track record of progressively taking on more complex responsibility
- CRM and ticketing platforms: Gorgias, HubSpot, Freshdesk, Zendesk, Zoho
- Productivity tools: Google Workspace (Gmail, Docs, Sheets, Drive) and Microsoft Office Suite

Soft Skills

- Consistently recognized for meeting and exceeding assigned KPIs
- Strong attention to detail and accurate record-keeping across high-volume, high-complexity interactions
- Adaptable and calm under pressure with a consistent customer-first mindset
- Reliable internet connection and a suitable home setup for remote work

LANGUAGES

English — Fluent

EDUCATION

African Leadership X (ALX) Jan 2025 - Mar 2025
Virtual Assistant Programme

University of Ibadan, Oyo, Nigeria Sep 2018 - Jun 2023
Bachelor of Science, Physiology

Johns Hopkins University (Coursera) Aug 2023 - Sep 2023
Business Analytics with Excel: Elementary to Advanced