CHRISTIAN NGOZI BELIEVE

Customer Support Specialist | Administrative Assistant | Virtual Assistant
Remote (UTC+1) • believechris77@gmail.com • +234 806 166 3858

PROFESSIONAL SUMMARY

Customer Support and Administrative Professional with 3+ years of experience supporting clients, managing inquiries, coordinating appointments, maintaining accurate records, and handling administrative tasks in fast-paced environments. Experienced with phone, email, and chat support, CRM systems including HubSpot and Zendesk, ticket management, client follow-up, and documentation. Known for strong attention to detail, clear communication, quick learning, and taking ownership of customer issues from initial contact through resolution.

AREAS OF EXPERTISE

- Customer Support — Email, Chat & Phone
- Ticket Management & Resolution
- Complaint & Escalation Handling
- CRM Management — HubSpot & Zendesk
- Customer Records & Documentation
- Inbox & Email Management
- Calendar & Appointment Scheduling
- Client Follow-up & Communication
- Data Entry & Administrative Support
- SLA & Response Time Management
- Remote Team Collaboration
- Written & Verbal Communication

KEY ACHIEVEMENTS

- Maintained a 95% customer satisfaction (CSAT) record across phone, email, and chat while consistently meeting customer service targets.
- Achieved 90%+ first-contact resolution for client inquiries and complaints, escalating complex cases when necessary.
- Managed accurate records and documentation across 500+ client files, supporting efficient service delivery.
- Assisted in preparing 80+ legal documents with zero errors, maintaining accuracy and client confidentiality.
- Improved document filing and retrieval processes, reducing retrieval time by 30%.
- Coordinated with internal departments to reduce client request turnaround time by 25%.

PROFESSIONAL EXPERIENCE

Customer Support & Administrative Specialist
Vio Vehicle Service— Remote | May 2025 - June 2026

- Managed 100+ client inquiries weekly through phone, email, and chat, providing timely and professional remote support.
- Maintained accurate records for 500+ client files, ensuring information was properly documented and easily accessible.

- Resolved 90%+ of client inquiries and complaints at first contact, escalating complex cases when necessary.
- Maintained a 95% customer satisfaction (CSAT) record through prompt, professional, and solution-focused customer support.
- Coordinated with internal departments remotely to reduce client request turnaround time by 25% and improve service efficiency.
- Maintained strict confidentiality and accuracy when handling client and vehicle inspection records in a remote work environment.

Client Relations & Support Specialist
K.O.O Chambers — Remote | January 2023 - March 2025

- Managed communication and appointment scheduling for 30+ active clients monthly, ensuring timely follow-up and professional service.
- Handled client inquiries and correspondence remotely while maintaining accurate records across 100+ case files.
- Assisted with preparing 80+ legal documents with zero errors, ensuring accuracy, confidentiality, and attention to detail.
- Improved digital filing and retrieval processes, reducing document retrieval time by 30%.
- Served as a primary contact for client inquiries, maintaining a 95%+ responsiveness rate and ensuring timely communication.
- Provided reliable administrative and client support in a fast-paced legal environment while maintaining professionalism and confidentiality.

EDUCATION

National Diploma (ND) in Library and Information Science
Institute of Management and Technology (IMT), Enugu, Nigeria

CERTIFICATIONS & TRAINING

- Virtual Assistant Certificate — Iworkremotedigital | March 2023
- Global Gig Worker Certification | February 2026

TECHNICAL SKILLS

CRM & Customer Support: HubSpot, Zendesk, CRM Documentation, Ticket Management, Customer Records

Communication & Collaboration: Slack, Zoom, Microsoft Teams, Gmail, Outlook

Productivity & Project Management: Google Workspace, Microsoft Office Suite, Trello, Asana

Administrative Support: Data Entry, Documentation, Inbox Management, Calendar & Appointment Scheduling, Client Follow-up

Core Support Skills: Customer Support, Administrative Support, Complaint & Escalation Handling, Response Time Management, Multi-System Navigation