

Bo Robert

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Career Objective

Passionate and dedicated Customer Service Specialist with over 10 years of proven experience delivering exceptional service and driving customer satisfaction across telecommunications, transportation, and remote support industries. Known for going above and beyond to resolve complex issues, build meaningful client relationships, and enhance team performance. Seeking to leverage my expertise in CRM tools, customer success strategies, financial operations, and team leadership in a dynamic organization where customer satisfaction and operational excellence are top priorities.

Professional Summary

Accomplished Customer Service and Financial Control Professional offering over a decade of continuous growth in customer-focused and financial oversight roles. Demonstrated success in managing large customer bases, improving service delivery processes, mentoring cross-functional teams, and overseeing financial operations. Adept at handling high-pressure situations and resolving escalated concerns, with a focus on delivering memorable customer experiences that build loyalty and trust. Skilled in driving customer retention and financial efficiency through empathy, efficiency, and data-driven decision-making.

Core Competencies

- Customer Relationship Management (CRM)
- Financial Operations & Budget Management
- Escalation Management & Service Recovery
- Multichannel Customer Support (Phone, Email, Chat, In-Person)

- Conflict Resolution & Empathetic Communication
- Help Desk & Ticketing Support
- Sales Support & Cross-Selling
- Training & Leadership Development
- KPI Management & SLA Compliance
- Workflow & Process Improvement
- Analytical Problem-Solving

Technical Skills & Tools

- CRM Platforms: Salesforce, HubSpot CRM, Zoho CRM, Zendesk, Freshdesk
- Help Desk & Ticketing: Jira Service Desk, ServiceNow, Zoho Desk
- Communication Platforms: Microsoft Teams, Slack, Zoom, Google Meet
- Office Productivity: Microsoft Word, Excel (PivotTables, VLOOKUP), PowerPoint, Outlook, Google Docs & Sheets
- Call Center Tools: Five9, RingCentral, Talkdesk, Aircall
- Live Chat Tools: Intercom, LiveChat, Tawk.to
- Knowledge Base Management: Notion, Confluence, Zendesk Guide
- Basic Reporting & Analytics: Tableau, Google Data Studio

Professional Experience

Financial Control Officer | T-Mobile | Gwinnett, GA, USA

2012 – 2017

- Directed financial operations for the customer service and retail divisions, ensuring accurate reporting and compliance with internal controls and external audit requirements.
- Managed daily financial reconciliations, budget tracking, and revenue assurance processes, supporting operational cost savings of up to 20%.
- Analyzed financial data to identify trends, reduce unnecessary expenditures, and improve department profitability.
- Collaborated with leadership teams to integrate financial oversight into customer service processes, aligning fiscal goals with operational performance.
- Led the financial transition during the adoption of Salesforce CRM, ensuring seamless integration of financial and operational reporting.
- Trained cross-functional teams on financial compliance, budgeting practices, and cost control measures, improving financial literacy across departments.

Senior Customer Service Representative | T-Mobile | Gwinnett, GA, USA

2012 – 2017

- Provided world-class service to a customer base of over 1,000 subscribers monthly in a busy telecommunications environment.
- Managed all aspects of customer inquiries including billing, plan optimization, technical troubleshooting, and device sales.
- Consistently ranked in the top 10% of the region for customer satisfaction (CSAT) and Net Promoter Score (NPS).
- Handled conflict resolution for escalated calls, turning 85% of dissatisfied customers into satisfied long-term users.
- Assisted with implementing a new CRM system (Salesforce), resulting in faster response times and improved customer data accuracy.
- Mentored junior team members, creating coaching guides that improved new hire performance by 20%.

Senior Customer Service Associate | Triangle Rent A Car | Gwinnett, GA, USA

2017 – 2022

- Managed vehicle rental operations including customer reservations, check-outs, returns, and billing adjustments for both corporate and leisure clients.
- Spearheaded a process improvement project that reduced rental checkout time by 30%, enhancing the overall customer experience.
- Handled dispute resolution, billing discrepancies, and vehicle damage claims, ensuring all cases were resolved efficiently and professionally.
- Led training sessions for new hires and implemented a peer review system that boosted team efficiency and reduced errors.
- Maintained an impressive customer retention rate in a competitive industry, with over 90% repeat business from satisfied clients.

Customer Support Specialist | Remote Freelance & Contract Roles | Global Clients

2022 – Present

- Deliver virtual customer support to startups and SMEs in industries including e-commerce, healthcare, SaaS, and online services.
- Manage help desk operations across multiple platforms (Zendesk, Freshdesk, Jira) and meet strict Service Level Agreements (SLAs).
- Analyze and streamline support workflows, resulting in a 20% decrease in average response and resolution times.
- Collaborate with technical teams to report system bugs and suggest product enhancements, improving customer experience.
- Write and maintain customer-facing documentation, FAQs, and training materials, reducing repetitive inquiries and improving user satisfaction.
- Conduct quality assurance reviews to ensure compliance with support protocols and customer satisfaction benchmarks.

Education

Valdosta State University, Valdosta, GA

Business Management Studies | 2012 – 2014

Campbell High School, Smyrna, GA

High School Diploma | 2012

Key Achievements

- Awarded “Top Performer” recognition for exceeding KPIs five consecutive quarters at T-Mobile.
- Reduced customer churn by 15% through proactive outreach and tailored service solutions.
- Managed customer support operations remotely for global clients, maintaining a 95%+ satisfaction rating.
- Led implementation of automated ticket assignment rules that cut first response time by 25%.
- Consistently resolved 90%+ of customer issues without escalation, ensuring positive brand perception.

Professional Strengths

- Highly adaptable to fast-paced and evolving environments.
- Excellent communicator, skilled in simplifying technical information for non-technical users.

- Passionate about learning new tools and technologies to improve customer service delivery.
- Driven by empathy, patience, and a solutions-focused approach to customer interactions