

ALIMATU-SADIA ABUBAKAR GARBA

Remote Customer Support Representative | Customer Experience Specialist | CRM Support

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PROFESSIONAL SUMMARY

Customer-focused Customer Support Representative with 5+ years of professional experience providing exceptional customer service through live chat, email, and phone channels. Skilled in resolving customer issues, managing support tickets, and using CRM platforms including Zendesk, Freshdesk, Intercom, and HubSpot. Successfully handled 500+ customer interactions monthly while maintaining 95% customer satisfaction score and meeting SLA targets. Passionate about creating seamless customer experiences for global remote teams.

CORE SKILLS

Customer Support Skills

Customer Relationship Management, Live Chat Support, Email Support, Phone Support, Ticket Management, Customer Complaint Resolution Escalation Management, Customer Retention, Knowledge Base Management, Customer Onboarding, Technical Troubleshooting, Quality Assurance.

Soft Skills

Communication, Active Listening, Empathy, Problem Solving, Conflict Resolution, Critical Thinking, Time Management, Adaptability, Attention to Detail, Multitasking.

Remote Work Skills

Remote Communication, Async Collaboration, Slack Communication, Google Workspace, Documentation, Self-Management.

TECHNICAL TOOLS

CRM & Support Platforms

Zendesk, Freshdesk, Intercom, HubSpot CRM

Communication Tools

Slack, Zoom, Google Meet, Microsoft Teams

Productivity Tools

Google Workspace, Microsoft Office.

PROFESSIONAL EXPERIENCE

Customer Support Associate, Stanbic Bank Ghana

Oct 2022 – Dec 2025

- Resolved 80+ customer inquiries daily through email and live chat while maintaining a 95% customer satisfaction score.
- Managed customer complaints and escalations by identifying root causes, providing timely solutions, and improving customer retention.
- Managed 500+ monthly support tickets using Zendesk, maintaining SLA compliance and improving first response time by 30%.
- Reduced average response time by 35% by implementing saved replies, workflow improvements, and efficient ticket prioritization.
- Resolved complex customer issues by collaborating with technical and billing teams, improving first contact resolution rates.

Customer Support Agent, MTN GHANA.

Nov 2016 – Feb 2019

- Managed 200+ customer interactions weekly across email and phone channels while maintaining high customer satisfaction ratings.
 - Maintained a 95% CSAT score by delivering personalized support and resolving customer concerns effectively.
 - Successfully handled high volume support periods while meeting service level agreement (SLA) targets.
 - Identified recurring customer issues and provided feedback to product teams, contributing to improved customer experience.
 - Supported customers through phones, email and social media channels, ensuring fast and accurate issue resolution.
 - Increased customer satisfaction by providing empathetic communication and personalized solutions.
 - Documented customer interactions and maintained accurate CRM records.
 - Processed customer requests, account updates, and service inquiries while maintaining data accuracy.
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EDUCATION

BACHELOR'S DEGREE IN ECONOMICS

UNIVERSITY OF BUSINESS AND INTEGRATED DEVELOPMENT STUDIES
