

LEONARD PROSPER

SKILLS

Salesforce · Zendesk · Five9 · 3CX ·
Andor · Quickbase · MD365 ·
Ringcentral · Teams · Zoom ·
Google meet · GHL · Booking.com ·
Air BnB · Outlook · Microsoft Suite ·
ViCi dial · Skype

Effective Communication ·
People Management ·
Collaboration G Team work ·
Time Management ·
Conflict Resolution ·
Emotional Intelligence ·
Presentation Skills · Active listening ·
Multitasking · Product Knowledge ·
Leadership G Team Management

INDUSTRY EXPERTISE

Law Firm

Healthcare

Hospitality

Real Estate

Telecommunications

LANGUAGES

English

Native

PASSIONS

Customer Service

Customer Service Representative

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Abuja, Nigeria.

RESUME PROFILE

Energetic and Goal oriented Customer service Professional with 5= years' broad-ranging experience resolving complex customer inquiries and analyzing agent calls. Overall, my dedication to providing exceptional customer service and my ability to connect with customers on a personal level have been instrumental in driving customer loyalty and satisfaction.

KEY ACHIEVEMENTS



Exceptional Client Satisfaction

- Improved ticket resolution times by 20% through accurate triaging and efficient resource coordination.
- Reduced ticket handling errors by 15% by ensuring adherence to SOPs.
- Enhanced response time for urgent issues by 25% through effective on-site resource dispatch.
- Achieved a 10% reduction in re-opened tickets by maintaining high accuracy in ticket auditing and closure.

EXPERIENCE

Intake Specialist

02/2017 - 02/2021

Citizens Disability

Remote

Citizens Disability is America's premier Social Security Disability advocate. The company's mission is to give a voice to the millions of Americans who are disabled and unable to work- helping them receive the Social Security Disability benefits to which they may be entitled.

- Provided exceptional customer service by handling inquiries and resolving issues promptly, resulting to a 93% satisfaction rate.
- Assisted in training new staff on company procedures and customer service techniques resulting in 90% staff accuracy on the job.
- Conducted initial assessments of clients to determine their needs and eligibility for services.
- Collected and documented client information accurately and confidentially.
- Maintained accurate records and documentation of client interactions and services provided.

Customer Service Specialist

03/2021 - 02/2023

Glutality Health Management

Remote

Glutality is a Revolutionary Diabetes Disease State Management Program driven to inspire patients to make better decisions to keep their condition under control. Utilizing connected health devices and a Cloud Based Platform, Glutality provides health monitoring and support to diabetic patients.

- Answered incoming calls and coordinated support tickets, ensuring coverage and client satisfaction.
Triaged tickets accurately by verifying contact details, types, subtypes, priority, and resources, leading to a 20% improvement in ticket resolution times.
Ensured all tickets adhered to SOPs, resulting in a 15% reduction in ticket handling errors.
Coordinated the dispatch of on-site resources as needed, improving response time for urgent issues by 25%.



EXPERIENCE

Vendor Associate

03/2023 - Present

[My Event POD](#)

Remote

My EventPOD is a smart digital event planner for event host, venues and vendors to plan any event all in one platform.

- Onboarded and created new vendors on the backend system and attended to all vendor requests.
- Educated new vendors on the importance of my eventPOD operational procedures and standards.
- Handled vendors' cases and interactions by providing direct support through different channels.
- Facilitated the resolution of escalated vendor- related issues.
- Created outbound emails to update vendors and onboard new prospects.

EDUCATION

HND, Public Administration

01/2017 - 12/2021

[Federal Polytechnic Nekede, Imo State, Nigeria.](#)

