COVENANT OBIOMA

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CUSTOMER SUPPORT

5+ years of customer support experience including 3+ years in SaaS environments. Supports customers across SaaS and e-commerce, handling high volumes of conversations via email, live chat, and ticketing systems while meeting SLA and response-time targets. Skilled in technical troubleshooting, complaint resolution, payment disputes, and cross-functional coordination with engineering, account management, and logistics partners. Builds help content and spots patterns that reduce repeat issues and support load.

WORK EXPERIENCE

Customer Support Specialist May 2026
Lumen5 Technologies | Contract / Remote
AI-powered video creation SaaS platform that helps businesses and marketers create engaging videos.

- Supported business and marketer clients across email and Live chat, adapting tone and approach for two audiences with very different needs, from solo creators to enterprise marketing teams**.**
- Owned support queue end-to-end, prioritizing against response-time targets and driving every issue from first contact through to full resolution, with no ticket left without a next step.
- Supported customers with technical, billing, and account issues via email and chat, **maintaining a 4.3/5 CSAT.**
- Built product expertise across video templates, brand kits, account configuration, publishing and export settings, integrations, and reporting.
- Troubleshot by reproducing issues and isolating root cause before guiding clients through the fix, rather than offering surface-level workarounds.
- Triaged incoming tickets and escalated complex cases to the Dev Team with full context, what had been tried, reproduction steps, and relevant detail, to keep resolution moving.
- Recommended features and settings suited to how each client actually used the platform, flagged early signs of client frustration to Account Management, and handled operational tasks (promo and discount code builds, template updates, account configuration changes) with accurate records maintained in HubSpot.

Customer Support Jan 2025 – Apr 2026
CrowFran Innovations | Remote
*SaaS company behind **Hotelace**, a cloud and on-premise Property Management System (PMS) designed to streamline hotel operations across front office, housekeeping, billing, accounts, inventory, and other key departments.*

- Delivered B2B support through email, live chat, and ticketing systems, managing an average of 50+ conversations daily at 98% SLA compliance.
- Achieved 95%+ First Contact Resolution by resolving issues quickly and accurately.
- Reduced average response time by 25% through workflow improvements.
- Built knowledge base articles that cut repetitive tickets by 30%; surfaced support trends that improved service delivery.

Customer Support Nov 2019 – Feb 2025
Shopify e-commerce store | Remote – Part-time
Online retail business selling fashion accessories and lifestyle products.

- Managed full customer support for the business, handling 25+ conversations daily via email and live chat.
- Coordinated with 3PL partners to track orders, monitor inventory, and resolve shipping/customs delays.
- Investigated and resolved Stripe payment disputes, chargebacks, and refunds with accurate documentation.

TOOLS & CORE COMPETENCIES

- Technical Troubleshooting & Root Cause Analysis
- Multichannel Support (Email, Phone, WhatsApp, Live Chat) & Escalation Management
- Payment Disputes & Chargebacks
- Order Management & 3PL Coordination
- Process Improvement & knowledge base creation
- **CRM**: Zendesk • Freshdesk • Intercom • Crisp • HubSpot • Shopify • Stripe • Google Workspace • Slack

CERTIFICATIONS

Professional Customer service, Zendesk (PCS) Sept 2025
Certified Customer Success Executive (CCSE) Oct 2025

EDUCATION

Business Administration; Major in Accounting (B.Sc) **University of Nigeria; Nsukka, Enugu**