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# Priscilla Macaulay

## Customer Service Representative

### SUMMARY

Customer service professional with extensive experience in delivering exceptional service and support. Known for strong communication skills, problem-solving abilities, and a customer-centric approach. Proficient in handling diverse customer inquiries, resolving issues efficiently, and enhancing customer satisfaction. Demonstrated success in streamlining customer service processes, implementing effective solutions, and fostering positive client relationships. Proven track record in improving service quality and achieving high customer retention rates through strategic initiatives and a commitment to excellence.

### SKILLS

<b>Main Technical Skills</b>	Research Skills, Conflict Management
<b>Collaboration, Task &amp; Issue Tracking</b>	Asana, Atlassian Trello
<b>Soft Skills</b>	Conflict Management, Research Skills
<b>Project Management &amp; Administration</b>	Project Management
<b>QA, Test Automation, Security</b>	Usability tests
<b>Other Technical Skills</b>	Helpdesk, Monday.com

### WORK EXPERIENCE

#### Freelance Customer Service Representative, CRM System Optimization

**Duration:** August 2023 – Present

**Summary:** Spearheaded the adoption of a new CRM system to enhance team efficiency.

**Responsibilities:** Addressed and resolved customer inquiries, led a customer support team, and nurtured client relationships, resulting in increased satisfaction and retention rates.

**Technologies:** CRM Systems, Phone, Email, Live Chat

#### Customer Service Representative, IT Support Enhancement

**Duration:** January 2024 – March 2024

**Summary:** Streamlined project management processes and implemented Helpdesk WhatsApp for team collaboration.



**Responsibilities:** Introduced project management software, engineered Helpdesk WhatsApp integration, and led the launch of a specialized project management system.

**Technologies:** Asana, Trello, Monday.com, Helpdesk WhatsApp

### **Customer Service Representative, Customer Inquiry Response Improvement**

**Duration:** May 2021 – March 2022

**Summary:** Implemented a successful strategy to answer customer inquiries faster, enhancing customer satisfaction.

**Responsibilities:** Managed customer inquiries with strategic negotiation, analyzed store layout for product positioning.

**Technologies:** CRM Tools Software, Sales Analysis

## **EDUCATION**

- **Bachelor of Science Nutrition and Dietetics**  
Obafemi Awolowo University  
2015 - 2019

## **CERTIFICATION**

- **Customer Service Representative Certification (CSRC)**  
Digital Witch Community  
Not provided
- **Customer service essentials**  
Great Learning  
Not provided
- **Customer relationship management**  
Great Learning  
Not provided
- **Customer Management**  
Not provided  
Not provided
- **Customer success fundamentals**  
Customer SuccessU  
Not provided
- **Customer Success Advanced Concept Certification**  
Customer SuccessU  
Not provided

