



Priscilla Macaulay

Middle 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.

TECHNICAL SKILLS

Main Technical Skills	Research Skills, Conflict Management
Collaboration, Task & Issue Tracking	Asana, Atlassian Trello
Soft Skills	Conflict Management, Research Skills
Platforms	Helpdesk, monday.com
Project Management & Administration	Project Management
QA, Test Automation, Security	Usability tests

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

