

ETIOWO MARK MBI

CUSTOMER SUPPORT SPECIALIST | LIVE CHAT AGENT | EMAIL & TECHNICAL SUPPORT

Live Chat | Email | Phone | WhatsApp | Telegram | CRM Support
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PROFESSIONAL PROFILE

I am a Customer Support Specialist with experience in customer support leadership, customer retention, CRM support, and technical assistance. I support customers across live chat, email, phone, WhatsApp, and Telegram. I work in fast-paced remote environments and handle approximately 50 to 100 customer conversations per day and 500 to 1,000 interactions per week. My work includes onboarding, account support, technical troubleshooting, follow-ups, escalations, and helping customers understand the next steps. I focus on clear communication, organized case management, and practical solutions.

WHAT I BRING

HIGH VOLUME SUPPORT 50-100 customer conversations managed daily. 500-1,000 customer interactions managed weekly.	MULTI CHANNEL SUPPORT Live chat, email, phone, WhatsApp, and Telegram.
CASE OWNERSHIP Investigate issues, provide next steps, follow up, or escalate.	SUPPORT SYSTEMS Kommo CRM, Freshdesk, Gmail, WhatsApp Business, and Telegram.

PROFESSIONAL EXPERIENCE

CUSTOMER SUPPORT LEAD TEAM ForexAlgo | Remote | March 2025 – Present

- Lead and support the customer service team while helping maintain timely, professional, and effective assistance.
- Handle escalated customer inquiries and complaints and support practical resolutions.
- Assist customers with account setup, technical issues, product questions, and general inquiries.
- Monitor customer communication, service quality, follow-ups, and team support using organized processes.

HEAD OF CUSTOMER RETENTION ForexAlgo | Remote | November 2024 – Present

- Maintain strong relationships with existing clients and support customer satisfaction and retention.
- Handle customer concerns, account support, product questions, and follow-ups to improve engagement.
- Assist customers with EA setup, broker accounts, VPS, and related services.
- Use Kommo CRM to manage customer interactions, records, and follow-ups.

E-COMMERCE CUSTOMER SUPPORT SPECIALIST ASOS / NET-A-PORTER | Remote | March 2024 – Present

- Provided professional customer support for e-commerce customers across multiple communication channels. Assisted customers with order inquiries, delivery concerns, damaged products, wrong items, returns, replacements, refunds, and general account-related questions.
- Managed customer conversations and support requests while providing clear, accurate, and professional assistance. Followed up on customer concerns and worked to ensure issues were properly documented and resolved.

SALES ATTENDANT Madrid Food & Vibes | January 2023 – Present

- Assist customers with orders, process payments, handle sales, and provide clear and helpful service.
- Support stock management and maintain a clean and organized sales area in a fast-paced environment.

CORE SKILLS

Customer Communication • High Volume Support • Live Chat Support • Email Support • Technical Support • Phone Support • WhatsApp & Telegram Support • Customer Onboarding • Account Support • Customer Retention • CRM Management • Technical Troubleshooting • Issue Investigation • Case Management • Follow Up • Escalation • Problem Solving • Team Support

TOOLS & PLATFORMS

CRM & SUPPORT Kommo CRM, Freshdesk	COMMUNICATION WhatsApp Business, Gmail, Telegram, Live Chat Platforms
AI & PRODUCTIVITY ChatGPT, Google Gemini, Claude	SUPPORT CHANNELS Live Chat, Email, Phone, WhatsApp, Telegram

CERTIFICATION

CUSTOMER RELATIONSHIP MANAGEMENT | OLLIC ICT Academy | Issued: September 2023 | Certification ID: OLLIC/CRM/2023/0529

WORKING STYLE

Clear communication • Attention to detail • Organized follow up • Ownership of assigned cases • Calm problem solving • Time management • Independent remote work • Team collaboration • Adaptability

EDUCATION

BACHELOR OF ENGINEERING (B.ENG.) IN CIVIL ENGINEERING
University of Uyo, Akwa Ibom State, Nigeria
Graduated: 2025 | Second Class Upper Division

PROFESSIONAL LINKS

Portfolio: etioowo-mark-mbi.netlify.app | LinkedIn: [linkedin.com/in/etioowo-mbi-951391298](https://www.linkedin.com/in/etioowo-mbi-951391298)
Upwork: <https://www.upwork.com/freelancers/~01d60066503e89666b>