

SAMUEL OHUE

Customer Support Specialist | Customer Service | Technical Support

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REMOTE-READY | International Customer Support | Flexible with US Business Hours

PROFESSIONAL SUMMARY

Customer Support and Operations professional with 10+ years of experience across banking, logistics, customer service, and IT support. Experienced in high-volume customer interactions, complaint resolution, escalation handling, customer onboarding, team support, and process improvement. Achieved a 95% issue resolution rate within 24 hours, maintained 90%+ customer satisfaction, and reduced customer onboarding time by 30%. Also bring practical IT and web-development knowledge in PHP, MySQL, WordPress, and web applications. Seeking remote Customer Support, Customer Service, Chat Support, Email Support, or Customer Operations opportunities with an international company.

CORE SKILLS

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|------------------------------|-------------------------------|-----------------------------------|------------------------|
| • Customer Service & Support | • Phone, Email & Chat Support | • Complaint & Conflict Resolution | • Customer Onboarding |
| • Escalation Management | • Customer Follow-Up | • Active Listening | • Team Leadership |
| • Operations Management | • Process Improvement | • Quality Assurance | • Staff Training |
| • Technical Support | • Troubleshooting | • IT User Support | • Remote Collaboration |

PROFESSIONAL EXPERIENCE

LOGISTICS AGENT / BUSINESS OWNER

Speedaff Logistics — Independent Partner, Benin City, Nigeria | 2023 – Present

- Manage customer service and daily logistics operations within an assigned territory.
- Handle customer inquiries, delivery concerns, complaints, and service issues from initial contact through resolution.
- Lead a team of 4 staff members, coordinating schedules, assignments, performance, and daily activities.
- Coordinate with central operations and partner agents to resolve delivery issues and maintain service standards.
- Manage customer relationships, finances, operational activities, and day-to-day business administration independently.

HEAD OF OPERATIONS

Ighomo Micro Finance Bank Limited, Benin City, Nigeria | December 2019 – March 2023

- Led a team of 10 staff members responsible for customer service and daily operations.
- Oversaw 100+ customer inquiries and service interactions daily across phone, email, and in-person channels.
- Achieved a 95% issue resolution rate within 24 hours through structured follow-up and improved service processes.
- Reduced customer onboarding time by 30% by redesigning workflows and eliminating unnecessary steps.
- Maintained customer satisfaction above 90% through staff training, quality monitoring, and service improvement.
- Handled escalated complaints and complex service issues while ensuring appropriate resolution and follow-up.
- Managed reporting, administrative activities, compliance requirements, staff development, and the company website using WordPress and PHP.

SYSTEM ADMINISTRATOR / IT SUPPORT

Ighomo Micro Finance Bank Limited, Benin City, Nigeria | December 2010 – December 2019

- Provided technical support to 20+ internal users across two branches.
- Troubleshoot hardware, software, network, email, and user-access issues.
- Reduced system downtime by approximately 40% through proactive maintenance and troubleshooting.
- Managed email accounts and user access; trained staff on new software and technology tools.
- Explained technical solutions clearly to non-technical users and responded to urgent technical issues.

CUSTOMER SERVICE OFFICER

Ighomo Micro Finance Bank Limited, Benin City, Nigeria | January 2009 – December 2010

- Handled 50+ customer inquiries daily through phone, email, and face-to-face channels.
- Assisted customers with account issues, loan applications, service requests, and complaints.
- Recognized as a Highest Customer Satisfaction achiever in Q4 2009.
- Maintained accurate records, escalated complex cases appropriately, and followed up through resolution.

EARLIER BANKING EXPERIENCE

Account Clerk — Ighomo Micro Finance Bank Limited | 2008 – 2009 • Processed financial transactions, maintained customer records, and assisted with account inquiries and discrepancies.

Credit Officer — Ighomo Micro Finance Bank Limited | 2007 – 2008 • Reviewed loan applications, processed 50+ applications monthly, communicated decisions professionally, and maintained accurate documentation.

SELECTED TECHNICAL PROJECT

Custom MVC Portfolio & CMS — techbysam.com.ng | 2026

Built and deployed a production website and CMS from scratch with authentication, CRUD features, content management, contact/message management, CV upload, responsive design, and cPanel deployment. **Technologies:** PHP, MySQL, PDO, HTML5, CSS3, JavaScript, MVC.

TECHNICAL SKILLS

Web: PHP, MySQL, WordPress, HTML5, CSS3, JavaScript, MVC **IT Support:** Hardware/software troubleshooting, user support, email systems, basic networking **Tools:** Microsoft Office, VS Code, Git, cPanel, Windows, basic Linux **Communication:** Microsoft Teams, Zoom, Slack, email

EDUCATION

B.A. International Studies and Diplomacy — University of Benin, Benin City, Nigeria | 2011

NCE Economics and Social Studies — College of Education, Ekiadolor, Edo State, Nigeria | 2006

CERTIFICATION

PHP Development — Udemy | 2020

REMOTE WORK READINESS

Available for international remote positions; flexible with US business hours and rotating shifts; professional home-office setup; reliable internet with backup power; strong written and spoken English; comfortable working independently and collaborating with distributed teams.