


ORJI PATIENCE WILLIAMS

Technical Support Specialist | Customer Support | Remote Chat Support

 Nigeria (Open to Remote Work)

 08144546502

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PROFESSIONAL SUMMARY

Detail-oriented Computer Science graduate with a strong foundation in digital systems, technical support, and user experience. Experienced in managing customer interactions, troubleshooting user issues, and providing timely solutions through digital platforms. Skilled in handling inquiries, resolving complaints, and maintaining strong client relationships across WhatsApp and social media channels. Proficient in using online tools and quick to adapt to new technologies. Seeking a remote role where I can combine technical knowledge and customer support expertise to deliver efficient, user-focused solutions.

CORE SKILLS.

Technical support & basic troubleshooting.

Customer support & client relationship management

Written & verbal communication

Social media & chat support (WhatsApp, Instagram, Facebook)

Complaint resolution & problem-solving

Time management & multitasking

Attention to detail

Adaptability & fast learning

TECHNICAL TOOLS & PLATFORMS

WhatsApp Business

Instagram & Facebook Messaging Tools

Gmail (Professional email communication)

Google Docs & Google Sheets

Zoom & Google Meet

Basic computer systems & internet tools

REMOTE WORK CAPABILITIES

Strong written communication for chat/email support

Ability to work independently and meet deadlines

Reliable internet connection and workspace

Quick adaptation to new systems and tools

Organized workflow and time management

WORK EXPERIENCE

Customer Support Representative

Logistics Company (2022 – Present)

Managed 20+ customer inquiries weekly via WhatsApp and social media platforms

Provided prompt responses, improving customer satisfaction and trust

Assisted customers with order tracking, delivery updates, and issue resolution

Handled customer complaints professionally, ensuring quick and effective solutions

Maintained accurate communication and follow-ups from inquiry to delivery

Built strong client relationships, leading to repeat business and referrals

EDUCATION

Senior Secondary School Certificate (SSCE)

2014

Computer Appreciation & Desktop Applications
Niger Delta Computer Literacy, Port Harcourt
2015

Bachelor of Science (BSc) – Computer Science
University of Cross River State
2021

Front-End Development & UI/UX Design
Aptech Nigeria
2025

AI Automation Systems (Online Course)
2026

ADDITIONAL STRENGTHS

Strong analytical and problem-solving mindset

Customer-focused approach with attention to user experience

High level of professionalism and reliability

Eagerness to learn new tools, systems, and technologies

Ability to work in fast-paced remote environments