

VICTORY JOHN-GOLD | CALL CENTER REPRESENTATIVE

Victoryjohngold@gmail.com

+2347037967659

[LinkedIn Profile](#)

Working Remotely

Summary

Experienced Customer Support Specialist with over two years of handling high volumes of inbound and outbound calls, managing customer inquiries, and exceeding KPIs in dynamic environments. I have a proven track record in delivering excellent service, resolving issues, and ensuring customer satisfaction. Including cold calling, CRM updates, appointment scheduling, and client communications. Skilled in handling high volume customer interactions and supporting real estate lead generation. Proficient with tools like HubSpot, Google Workspace, GoHighLevel CRM, Convoso, ReadyMode and CRM platforms. Tech-savvy, self driven, and available during U.S. business hours.

Work Experience

Consumer Opportunity

July 2023 - Present

Real Estate Cold Caller / Lead Generation Assistant

Remote

Managed over 300 inbound and outbound calls daily, providing excellent customer service and addressing inquiries efficiently.

- Achieved sales targets by persuading customers to sign up for listings and services, directly contributing to a 20% increase in customer retention.
- Assisted customers with technical support, resolving website navigation issues to enhance user satisfaction.
- Maintained detailed customer interactions and transactions, ensuring accurate and up-to-date documentation.
- Made warm transfers to credit repair partners, ensuring smooth handoffs for specialized services.
- Used Convoso CRM for calls and Discord for team communication.

Customer Support Representative
Kyosk Digital Service

Apr 2022 -Mar 2023
Remote

- Addressed customer inquiries and delivered solutions across email, phone, and chat, ensuring a timely and satisfactory resolution
- Enhanced lead generation and client engagement through strategic cold calling and pre-qualification processes.
- Liaised with cross-functional teams, including product, sales, and technical departments, to resolve customer issues and refine service quality.
- Gathered and analyzed customer feedback, contributing to product and service improvements while accurately logging interactions and updating customer records.

SKILLS

Customer Relationship Management • Problem Resolution • Communication • Empathy • Process Improvement • Interpersonal Skills • Organizational Skills • Adaptability • Teamwork • Time Management • CRM Software (e.g., Salesforce, Zendesk) • Customer Feedback Tools • Microsoft Office Suite • Technical Support Skills

EDUCATION/CERTIFICATION

University of Benin	Benin City, Edo State
Bachelor of Arts, Fine and Applied Arts	

ALX Africa	
Virtual Assistant Training	Nov 2024
Customer Service Fundamentals, Alison	
Effective Communication Skills, LinkedIn Learning	
Excel for Business Essentials, Coursera	Aug 2023
Master Course in Leadership, Udemy	Mar 2023
Introduction to Computer Science with CS50, Harvard University, edX	Jan 2022