

ROSELINE OYEGBOLA

Customer & Technical Support Specialist

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PROFESSIONAL SUMMARY

Customer & Technical Support Specialist with 6+ years of experience supporting B2B and B2C customers across fintech, SaaS/ERP, and digital platforms. Experienced in technical troubleshooting, account and access issues, payment and transaction investigations, product support, KYC operations, ticket management, and cross-functional escalation. Currently supporting an international FX trading platform, handling high-volume customer interactions, backend account investigations, platform troubleshooting, and compliance-related cases. Known for systematic problem-solving, root cause investigation, clear technical communication, and maintaining composure in high-pressure customer situations.

KEY STATS

- Top rated support agent based on customer satisfaction scores
- 300 customer interactions handled daily
- 30 KYC verification reviews processed daily
- Consistent 5-star customer satisfaction ratings

SKILLS & TOOLS

- Technical Support: Technical troubleshooting, account and access troubleshooting, incident investigation, root cause analysis
- Support Operations: Ticket management, technical escalation, bug/issue documentation, high volume ticket handling
- Customer Service: De-escalation under pressure, clear communication, product support and user guidance
- Compliance & Judgment: Account breach investigation, fraud and policy assessment, KYC document review
- FX Platform Operations: MT5 account diagnostics, deposit/withdrawal troubleshooting, cross-team escalation
- Core Tools: Zendesk, Jira, Zoho, HubSpot, Slack, Microsoft Teams
- Technical Tools: Chrome DevTools, TeamViewer, AnyDesk
- Also Familiar With: Notion, Microsoft Office

EXPERIENCE

Technical Customer Support Specialist, Apex Markets (FX/Trading Platform)

Remote, EST hours, March 2025 to Current

- Support a Caribbean-based fintech trading platform serving international clients, handling 300 customer interactions and 30 KYC reviews daily as a top rated support agent based on customer satisfaction scores.
- Diagnose and resolve MT5 login, account, and platform issues, and troubleshoot deposit, withdrawal, and payment disputes across card and bank channels.
- Investigate account breach cases, verifying identity, reviewing trading activity, and determining rightful vs. wrongful breaches, while managing emotionally charged conversations about locked funds.
- Conduct KYC verification for regulatory compliance during onboarding; escalate pending withdrawals to accounting.
- Handle account operations including password resets, activation, duplicate account resolution, email changes, wallet issues, and crypto deposits.
- Investigate trade disputes and bonus queries; escalate compliance matters via Jira for cross-team resolution.

Client Relations & Support Consultant, Followiz Marketing

Remote (Canada-based agency), Part-time, 2019 to 2025

- Managed daily communications for 100+ clients across multiple time zones.

- Supported operational workflows including scheduling, reporting, and client record management using CRM tools.

Customer Service Representative & Sales Consultant, Yanot Consultant

Remote, ERP Software Company, May 2023 to Dec 2024

- Provided technical product support to hospitality and retail clients using an ERP software platform, helping customers understand product functionality and resolve usage-related issues.
- Conducted ERP product demonstrations and guided prospective and existing clients through software features and workflows.
- Resolved 150+ customer inquiries daily through structured troubleshooting, product guidance, and customer education.
- Maintained accurate customer and interaction records within CRM systems while coordinating follow-ups and escalations where required.

Account Manager, Dabrandcity Media

Ogun State, Digital Marketing Operations, June 2021 to May 2023

- Coordinated multi-account campaign management, client communications, and data reporting.

EDUCATION

MSc Economics, In Progress (2023 to Present)

Babcock University, Ogun State, Nigeria

BSc Economics, Second Class Upper (2016 to 2020)

Bowen University, Osun State, Nigeria