

# **MBUOTIDEM EDEMENANG**

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## **PROFESSIONAL SUMMARY**

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- Excellent interpersonal, and communication skills developed with over 8 years of experience in providing effective technical and customer support to clients over email, live chat, video chats, and phone.
- Experienced customer-focused professional capable of understanding customer environment and pain points with sound analytical and problem-solving skills, high energy work level, and excellent analysis, reporting, and presentation.
- Effectively handled full cycle SaaS sales and customer onboarding as well as managed key customer accounts and collaborated with cross-functional teams as needed to communicate the unique value proposition of the client's businesses for each software application built and sold at Urim Software Solutions.

## **SKILLS**

Microsoft Teams, Digital Customer Support (Mobile & Web Applications), Inbound Contact Center Support, Stakeholder Management, Effective Communication, Cross-functional team management, CRM Software, Microsoft Office Suite (Word, Excel, PowerPoint), Complaint Management & Ticketing, Cloud Accounting (Quick books).

## **EDUCATION**

**Bachelor of Science: Business Management**  
Brigham Young University-Idaho (April 2024)

## **EXPERIENCE**

06/2023 to 07/2024 **Customer Service Personnel (Part-Time)**

Musk Wall Systems Corp

- Processed customer requests, maintained customer information, and documented call information according to standard operating procedures.
- Handled new clients and vendor registrations, banking, and credit card transactions as well as inventory management, payrolls, and reporting on QuickBooks.
- Evaluated and improved customer service and trained the team to effectively respond to customer requests and issues.

04/2023 to 06/2023 **Team Lead Business Research Intern (Remote)**

Idaho Business Center

- Developed and built strong, productive working relationships with client's internal stakeholders, and cross-functional teams.
- Led client meetings and participated in the preparations and adjustments of project scope, business plan, business model canvas, and marketing plans to meet the demand of stakeholders.
- Assigned project tasks and conducted post-implementation follow-ups to solicit valuable feedback from key stakeholders, enabling further enhancements in project quality.

06/2020 to 04/2023 **Customer Service Lead (Remote Contract)** Urim  
Software Solutions

- Closely participated in all aspects of the digital product development lifecycle, including customer usage, improved engagement strategies, customer reviews, and service improvement.
- Collaborated with cross-functional teams on all testing and implementation activities, ensuring that all phases/aspects of testing were covered to meet the unique value proposition of each client's application.
- Mentored and coached new hires and existing employees on performance improvement plans and Supported product managers with user testing and feedback gathering before the product launch.

04/2021 to 06/2022 **Customer Service Personnel (Part-Time)**  
Seamate Protective Services

- Monitored, evaluated, and reviewed interactions of call center agents (Inbound Contact Center and Tele sales) to ensure quality levels were maintained and compliance policies were adhered to.
- Reviewed weekly interactions to identify and glean insights and identified opportunities and customer pain points to include in weekly management reports for process improvements.
- Conducted monthly team appraisals to evaluate KPIs and call center metrics aligned with OKRs as pre-defined by the business to identify required adjustments before quarterly review.

04/2017 to 03/2020 **Customer Support Specialist**  
Welfare And Self-Reliance Services-Africa West

- Managed dairies and customer information and progress using Microsoft dynamics which in turn increased customer accountability and loan repayment by 20%.
- Handled inbound customer interactions across various channels (Calls, Emails, and Chat Platforms) towards resolving customer concerns and complaints.
- Provided product information and engaged in cross-selling and up-selling product offerings.