

# Bassey Okon

Remote Operations Specialist | Technical Support | Workflow Integrator

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## ◆ Professional Summary

Detail-oriented and adaptable professional bridging the gap between technical systems and operational efficiency. Proven background in technical troubleshooting, customer support, and process optimization. Passionate about building internal tools, automating repetitive workflows, and enhancing user experiences. Actively seeking opportunities where I can leverage my blend of technical skills (JavaScript, APIs, automation) and operational experience to solve practical business problems.

## ◆ Core Proficiencies

### Technical Skills:

- **Languages & Web:** Vanilla JavaScript (ES6+), HTML5, CSS3, Node.js (Basic), Express
- **Tools & Automation:** Zapier, Make (Integromat), Airtable, Notion, Git/GitHub, APIs (REST)
- **Support & CRM:** Zendesk, Intercom, Salesforce, HubSpot, Jira

### Soft Skills:

- Technical Troubleshooting & Problem Solving
  - Process Optimization & Workflow Mapping
  - Clear written & verbal Communication
  - Adaptability & Continuous Learning
  - Customer Relationship Management
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## ◆ Professional Experience

### Technical Support Specialist | Remote | 2022 – Present

- Handle complex customer inquiries, providing comprehensive technical troubleshooting and resolving escalations efficiently.
- Spearheaded the implementation of automated ticketing workflows using modern tools, effectively reducing initial response times by 40%.
- Act as a vital liaison between customers and engineering teams, consistently identifying, documenting, and reproducing software bugs.
- Contribute to product documentation and knowledge bases to empower users with self-serve solutions.

### Operations Assistant | Zyply Solutions | 2020 – 2022

- Streamlined remote onboarding processes and internal documentation utilizing Notion and Airtable, improving team efficiency.
- Managed and executed daily operational tasks, directly assisting project managers in timely delivery of milestones.
- Developed a lightweight CRM tracker for the team to monitor leads, manage follow-up stages, and automate status digests.

- Identified operational bottlenecks and proposed low-code solutions to reduce manual data-entry overhead.

#### **Customer Service Representative | MTN Nigeria | 2018 – 2020**

- Provided high-quality front-line support across multiple communication channels (email, chat, phone).
  - Consistently maintained a 95% Customer Satisfaction (CSAT) score by effectively communicating solutions to non-technical users.
  - Adapted quickly to new software platforms and trained incoming team members on core customer service protocols.
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### ◆ **Selected Technical Projects (Portfolio)**

#### **DeskFlow — Helpdesk Ticketing System**

- Built a functional, front-end customer support ticketing system utilizing HTML5, CSS3, and Vanilla JavaScript.
- Implemented real-time agent metrics, SLA deadline tracking, dynamic filtering, and `localStorage` for data persistence.

#### **CRM Data Import & Cleaning Tool**

- Developed a Node.js/Express utility to upload, validate, automatically clean, and export messy CSV data.
- Integrated features such as email validation, duplicate removal, and phone number normalization.

#### **SkyScope — Weather Dashboard**

- Created a real-time weather application consuming the OpenWeather API, featuring responsive design, dark mode toggling, and asynchronous data fetching.

#### **Isis Travel Bot**

- Programmed a Telegram chatbot using Node.js to handle travel inquiries, gather user preferences, and intelligently format package summaries.
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### ◆ **Education**

**Bachelor of Science** *University of Calabar, Cross River State — Nigeria | 2016-2021*

### ◆ **Additional Information**

- **Languages:** English (Fluent)
- **Interests:** Exploring No-Code AI tools, Building web applications, Optimizing operational workflows.