



Esther Odinaka

Customer Support & Administrative Professional

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📍 Yokohama, Kanagawa, Japan

PROFESSIONAL SUMMARY

Customer-focused support and administrative professional with a dedicated customer support background and current client-facing experience in Japan. Skilled at resolving inquiries across email, live chat, and phone while keeping customers satisfied and informed, with working knowledge of CRM and ticketing tools, calendar and inbox management, data entry, and documentation. A clear communicator and dependable organizer who adapts quickly across cultures and time zones. Native English speaker, self-directed, and fully remote-ready, with a calm, solutions-first approach to every customer problem

WORK EXPERIENCE

Customer Support Specialist

Jun 2020 – Jan 2022

Middletrust Limited · Remote

- Resolved 40–60 customer inquiries daily across email, live chat, and phone, consistently meeting response-time and quality targets.
- Maintained a 95% customer satisfaction (CSAT) rating by documenting and following up on every ticket through to full resolution.
- De-escalated frustrated and high-priority customers with a calm, empathetic approach, protecting retention and reducing repeat contacts.
- Logged, categorized, and tracked customer interactions in [CRM/ticketing tool – e.g. HubSpot / Intercom], keeping records accurate and audit-ready.
- Partnered with internal teams to escalate and resolve complex issues, improving first-contact resolution and reducing average handling time.
- Drafted and updated help documentation and canned responses, standardizing replies and helping new team members onboard faster.

English Educator (Seasonal)

Jun 2025 – Aug 2025

NOVA Holdings · Tokyo, Japan

- Supported three intensive English camp programs for junior and senior high school students, facilitating communication activities, games, and group discussions.
- Coordinated group logistics and followed program schedules set by camp coordinators, keeping every session organized, inclusive, and on time.

International Language Instructor

Apr 2025 – Present

Link Interac Inc · Tokyo, Japan

- Plan and deliver structured lessons to classes of 25–35 students, adapting communication style to varied ages and English proficiency levels.
- Coordinate daily with Japanese teaching staff to align lesson plans, schedules, and materials, demonstrating reliable cross-functional collaboration

- Maintain attendance, progress, and lesson records with consistent accuracy, while managing classroom flow and resolving issues calmly in a second-language environment.

CORE SKILLS

- Customer Support**
Issue resolution, complaint handling, de-escalation, CSAT, ticketing, live chat, email & phone
- Administrative Support**
Calendar & scheduling, inbox/email management, data entry, documentation, reporting
- Communication**
Written & verbal communication, active listening, cross-cultural communication, client relations
- Operations**
Process documentation, task prioritization, follow-through, time management, attention to detail
- Software & Platforms**
CRM/ticketing (Intercom, HubSpot, Salesforce), MS Office 365, Google Workspace
- Remote Collaboration**
Slack, Microsoft Teams, Zoom, async communication, self-management across time zones
- Productivity Tools**
Notion, Trello, Asana, Google Calendar, spreadsheets

EDUCATION

- B.Sc · Plant Biology & Biotechnology** Nov 2021
University of Benin

CERTIFICATIONS

- TEFL Certification**
Issued Mar 2024
- TICA Certification**
Issued Aug 2025

LANGUAGES

English Native Japanese Basic