

# Bernard Ogbevire

| Help Desk | Client Representative | Technical Support | Troubleshooting | Sales Professional | Customer Support |

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## Summary

Resourceful and empathetic IT and client support professional with 3+ years of hands-on experience delivering timely, high-quality service in fast-paced environments. Proven ability to manage escalated customer inquiries, analyze root causes, and implement solutions that enhance customer satisfaction and retention. Skilled in using ticketing tools and CRM systems to track service requests, document resolutions, and ensure clear communication from start to finish. Known for applying active listening, positive attitude customer requirements, customer care, diplomacy, and negotiation to de-escalate issues and build positive client relationships. Strong multitasker with a keen attention to detail and a passion for continuous improvement in both customer experience and support operations. Fluent in English, with basic proficiency in French, and eager to contribute to a dynamic team like Bell's Business Customer Relations Centre.

## Skills

- |  |                                |                                    |  |
|--|--------------------------------|------------------------------------|--|
| . Escalation Management                        | . Service Requests             | . Complaint Resolution             | . Problem-Solving Techniques             |
| . Root Cause Analysis                          | . Customer Experience          | . Customer Service Excellence      | . Process Improvement                    |
| . Technical Assistance                         | . Windows OS Expertise         | . Business Customers / Clients     | . Relationship Building with Stakeholder |
| . Ticketing Tools (CRM, service desk software) | . Empathy and Active Listening | . Sales Opportunity Identification | . Order Processing / Follow-ups          |
| . Troubleshooting Expertise                    | . Remote Support               | . IT Documentation Skills          | . Contract & Billing Interpretation      |
| . Business Solutions                           | . Help Desk Support            | . Microsoft Office Suite           | . Multitasking / Priority Management     |
|  | . Business Rules               |                                    |  |

## Professional Experience

### Help Desk Specialist

Hard Rock Canada, Ottawa, ON

May 2025 - Present

- . Manage daily inquiries, service requests, and complaints from business clients across multiple digital channels including phone, email, and ticketing systems.
- . Respond to customer inquiries through ticketing systems, email, and phone ensuring 100% issue documentation from intake to resolution.
- . Handle complex escalations efficiently, coordinating with internal teams to provide timely updates and final resolution to clients.
- . Apply analytical skills to determine root causes of service complaints, recommend preventive measures, and assist in service improvement initiatives.
- . Follow-up with end users, provide consultative support and the resource the ticket was assigned to seek and provide updates on status.
- . Communicate technical information and billing disputes clearly to customers, ensuring understanding and satisfaction.
- . Develop and maintain documented procedures, training material, user guides and communication material for IT service desk use,
- . Maintain and update customer profiles and service orders using in-house tools, ensuring data integrity and follow-up compliance.
- . - Ms Office Suite (Ms Outlook, Ms Word, Ms Excel);
- . - Escalation Experience;
- . - Windows 10 & 11.
- . - Customer Service experience.

### Client Representative & Help Desk (Volunteer)

National Capital Freenet (Bell), Ottawa ON

April 2024 - Present

- . Act as the primary point of contact for customer support inquiries via phone, email, and online submissions, addressing service issues, billing concerns, and technical challenges.
- . Manage multiple tasks and resolve escalated customer issues, including urgent delivery disputes and service failures, by coordinating with logistics, product, and management teams.
- . Manage and escalate service requests and incidents via ticketing systems, coordinating with specialized teams to resolve critical IT issues.
- . Provision and maintain IT equipment (e.g., desktops, laptops, and peripherals) according to federal IT specifications, optimizing performance and ensuring compliance with industry standards.
- . Configure, manage, and support Active Directory, including user account creation, role assignments, profile updates, and group policy configurations.
- . Draft professional customer communications for issue resolution and apologies, in alignment with company tone and service values.
- . Deliver exceptional customer service, providing first-call resolutions for technical incidents, including software deployment errors, network latency, and performance bottlenecks.
- . Collaborate with cross-functional teams (sales) to resolve complex issues such as data recovery, patching vulnerabilities, and supporting large-scale IT maintenance projects.
- . Manage and create new orders and services using the GAS (Gateway Access Service) tool and Disaggregate Broadband Service (DBS).
- . Delivered consistent status updates to customers throughout issue lifecycles, using CRM tools to log, track, and document each step from initiation to resolution.
- . Manage existing Bell business services such as submit a change request, inquire about a service or bill, access reporting, view inventory, report incident and more using (BBSSC) ticketing system.
- . Assist with cloud computing configurations and virtualization, supporting server infrastructure and cloud services.

### Client Services Representative

SP Data Digital (Bell), Canada ON

Apr 2022 - May 2025

- . Prioritized and triaged requests based on urgency and customer impact, ensuring timely and accurate resolutions while maintaining customer satisfaction
- . Resolved a wide range of inquiries including billing, service activations, technical faults, and contract clarifications for business market clients.
- . Managed customer escalations and worked closely with upper management, legal, and technical departments to ensure rapid issue resolution.

- . Supported “Bell Making it Right” submissions by thoroughly investigating claims, interpreting policy documents, and offering customer-focused solutions.
- . Identified upselling and cross-selling opportunities during complaint resolution, leading to incremental revenue generation while safeguarding customer trust.
- . Demonstrated flexibility in handling rapidly changing priorities and adapting to new tools, processes, and procedures.
- . Conducted root cause analysis on recurring complaints and implemented proactive service improvements that reduced customer escalations by 30%.
- . Participated in process improvement programs such as “Bell Win Back” and feedback loops, helping to re-engage former customers r by suggesting actionable improvements.
- . Provided exceptional customer service, demonstrating effective communication and strong problem-solving skills.
- . Demonstrated strong knowledge of upselling Bell small business products, including Voice, Internet, IP, BTC, and value-added solutions.
- . Handled critical and high-priority escalations referred from management, legal offices, and external bodies such as the CRTC/CCTS, ensuring compliance with regulatory guidelines and Bell-like service standards.
- . Resources will be required for customer record and information, creating and modifying new / existing quote & Resource page include the following;
  - . - BCRIS / ARICS, EOM / GCE;
  - . - NM1 (Business), Ordermax;
  - . - One Source
  - . - CRTC/CCTS.

## Education & Professional Training

- . **Cyber Security Architect Program - Coding for Veterans**  
University of Ottawa, Ottawa, ON  
**Relevant Coursework:** Computer Networks, Operating Systems, IT Essentials, NEtwork Security & Firewalls

- . **Bachelor of Science**  
Obafemi Awolowo University

## Courses or Certifications

- . **Google Digital Marketing &E-commerce Professional Certification:** Oct 2022 - Nov 2022
- . **CompTIA A+ Certification:** 220-1101 and 220-1102 Jan 2023
- . **Windows 10 for IT Support:** Troubleshooting Basics Nov 2024 - Dec 2024

## Languages

- . **English** – Native

## References

- . **Available upon request.**