

JOE KOAFER

Customer Support Specialist • Customer Success • Technical Support • Virtual Assistant

CRM & Helpdesk Expert — HubSpot • Zendesk • Intercom • Salesforce • Freshdesk • Help Scout

Morocco (GMT+1) | +212 762-027729 | JoeKoafer@email.com | [joekoafer.online](#)

Available Full-Time | US (EST/PST), UK/EU, and AU Shifts — Flexible

PROFESSIONAL SUMMARY

Remote Customer Support Specialist, Technical Support Specialist, and Virtual Assistant with 2+ years of experience managing high-volume ticketing, streamlining CRM workflows, and supporting international teams across US, UK, and EU time zones. Known for calm, clear communication under pressure and a consistent focus on fixing underlying operational processes, not just the ticket in front of me. Fully equipped with a dedicated home office built for uninterrupted, reliable remote work.

CORE COMPETENCIES

- **Customer Support:** Omnichannel support (email, chat, phone), ticket lifecycle management, SLA adherence, conflict resolution, billing & basic L1/L2 technical troubleshooting
- **Administrative Ops:** Calendar & inbox management, multi-timezone scheduling, travel logistics, data entry, technical document preparation
- **Soft Skills:** Active listening, empathetic communication, cross-functional collaboration, asynchronous teamwork

TECHNICAL SKILLS & TOOLS

- **CRMs & Helpdesks:** Zendesk, HubSpot, Intercom, Salesforce, Freshdesk, Help Scout, Gorgias, Front
- **Collaboration:** Slack, Microsoft Teams, Zoom, Loom, Discord
- **Productivity & PM:** Notion, Trello, G-Suite (Docs, Sheets, Slides), Microsoft 365, Jira

PROFESSIONAL EXPERIENCE

BrightPath Solutions — Remote Customer Support Specialist

January 2024 – June 2024

- Handled email, live-chat, and phone support for a global customer base of 50+ people daily, consistently ranking among the team's top performers for customer satisfaction based on Zendesk's built-in CSAT tracking.
- Reorganized how tickets were tagged and escalated in Zendesk and HubSpot, cutting average resolution time from around two days to under one — without missing SLA targets.
- Partnered with engineering to fix a recurring bug-reporting bottleneck, shortening the time to escalate a verified bug from several days to under 24 hours.
- Trained and mentored new remote hires on CRM workflows, tone-of-voice guidelines, and day-one ticket handling.

NovaEdge Consulting — Remote Virtual Assistant & Customer Support Specialist

July 2024 – May 2025

- Managed daily operations and admin requests across US, UK, and EU time zones, keeping asynchronous communication moving without dropped threads.
- Rebuilt the executive's calendar system with color-coded scheduling and buffer rules across three time zones, virtually eliminating double-bookings.
- Took over recurring data entry, document prep, and CRM tracking, saving senior leadership an average of 10 hours per week and freeing up critical blocks for higher-priority work.
- Centralized project tracking using Trello, Zoom, Slack, and Microsoft 365 to keep a distributed team aligned.

LGC Laboratoire de Géotechnique et de Conseils — Morocco Technical Support Specialist

November 2025 – May 2026

- Served as the primary technical interface between laboratory engineers and enterprise construction clients, translating complex material testing metrics into accessible client updates.

- Managed and maintained the internal technical reporting database, ensuring 100% data integrity for incoming diagnostics, quality logs, and client consultation records.
- Resolved client inquiries regarding testing standards and documentation delivery timelines, reducing account onboarding friction and communication delays by 25%.

EDUCATION

Bachelor's Degree — Médias et Production du Contenu Numérique (Digital Content Production & Media)
Université Ibn Zohr — L'École Supérieure de Technologie
Completed while working full-time in remote support roles.

2026

LANGUAGES

English: Full Professional Proficiency (Written & Verbal) | **French:** Professional Working Proficiency | **Arabic:** Native / Bilingual Proficiency

REMOTE WORK INFRASTRUCTURE

- **Internet:** High-speed fiber optic (100+ Mbps) with a secondary backup mobile hotspot
- **Hardware:** Modern laptop, secondary monitor, noise-canceling headset
- **Power:** Dedicated UPS backup to prevent downtime during outages
- **Workspace:** Quiet, distraction-free dedicated home office