

Dimitri Opoku

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PROFESSIONAL SUMMARY

Customer Success and Operations professional with 5+ years of experience supporting enterprise software implementations, client operations, and high-volume customer service. Experienced collaborating with product and engineering teams to coordinate software releases, improve operational workflows, resolve complex customer issues, and deliver exceptional client experiences. Skilled in Agile environments, cross-functional collaboration, and continuous process improvement.

PROFESSIONAL EXPERIENCE

Transworld Systems Inc. (TSI) Augusta, GA

Customer Service Representative (Remote)

Dec 2025 - Present

- Support PECO utility customers with service start/stop/transfer, billing inquiries, payment arrangements, and outage-related concerns in a high-volume contact center.
- Document customer interactions accurately across multiple systems while adhering to strict regulatory and compliance requirements.
- De-escalate complex issues using policy knowledge and solution-focused communication. Consistently meet quality, accuracy, and customer satisfaction performance metrics.

Softheon Inc. Stonybrook, NY

Solutions Consultant (Remote)

Apr 2024 – Feb 2025

- Coordinated testing, release validation, and deployment activities for enterprise healthcare software across cross-functional product and engineering teams.
- Implemented automated testing practices that reduced release timelines by approximately 25% while improving deployment quality.
- Led defect triage sessions and coordinated issue resolution across QA, engineering, and product stakeholders.

Senior Client Operations Analyst (Remote)

Apr 2023 – Mar 2024

- Partnered with product teams to reduce recurring issues, lowering client-reported incidents by 15%.
- Managed escalations for key client accounts, improving SLA compliance and operational stability.
- Led onboarding and training for new team members to improve readiness and consistency.

Client Operations Analyst (Remote)

Feb 2021 - Mar 2023

- Managed a high volume of customer support requests using CRM workflows while maintaining quality and SLA targets.
- Improved ticket resolution time by 20% through process analysis and cross-functional collaboration.
- Identified recurring support trends and partnered with internal teams to implement improvements that increased customer satisfaction by 10%.

Bed Bath & Beyond Fairfield, CT

Sales Associate

Sep 2013 - Jan 2021

- Delivered personalized customer support and resolved product and service inquiries in a high-volume retail environment.
- Collaborated with team members to maintain store operations, inventory accuracy, and merchandising standards.

CERTIFICATIONS

Aha! Product Management Professional
Zendesk Customer Service Professional
ChurnZero Customer Success Foundations

ITIL 4 Foundation
Asana Project Management

EDUCATION

Central Connecticut State University, CT
MS. International Studies

Graduated Dec 2024

Western Connecticut State University, CT
BBA. Management Info Sys.
Activities: Peer Tutor, MIS Club (Treasurer)

Graduated Aug 2018

SKILLS

- **Technical Skills:** Jira, Zendesk, Asana, Microsoft Office, Power BI, Proprietary Business Applications
- **Project & Delivery:** Agile, Scrum, SDLC, Release Coordination, Defect Triage, UAT, Process Improvement, Change Management
- **Customer Success & Operations:** Customer Success, Escalation Management, Client Onboarding, SLA Management, Cross-functional Collaboration, Documentation, Stakeholder Communication, CRM