Email Support Specialist Simulation: Responding to Customer Inquiries

Project Overview:

As part of my internship with AFRIMENT, I was tasked with simulating real-life customer support responsibilities. I responded to 5 different email inquiries, each requiring empathy, clarity, and problem-solving to resolve customer concerns professionally.

Key Responsibilities:

- Writing clear and polite responses for product issues, refunds, shipping inquiries, and more.
- Offering next steps and helpful resources.
- Maintaining a customer-first, solutions-driven tone in all responses.

Tools Used:

- Gmail · Google Docs · Customer service templates
- Skills Demonstrated:
- Written communication
- Customer satisfaction handling
- Email etiquette
- Troubleshooting and empathy

View the Full Simulation:

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