

AMAKA JENNIFER DIKE

Operations & Customer Relationship Professional

jenniferdkeh@gmail.com | +234 703 668 1315 | Lagos, Nigeria

PROFESSIONAL SUMMARY

Results-driven Operations and Customer Success professional with 7+ years of experience delivering client-facing service, operational coordination, and cross-functional project support in technology-enabled environments. Proven track record improving customer experience, resolving high-impact service issues, optimizing processes, and driving measurable cost and delivery efficiency. Adept at aligning finance, technical, and service teams to achieve accountability and business outcomes.

CORE CAPABILITIES

▪ Customer Success & Client Relationship Management ▪ Operational Process Improvement ▪ Service Delivery Coordination ▪ Cross-Functional Stakeholder Management ▪ Issue Escalation & Resolution ▪ CRM Workflow Design ▪ Customer Retention & Experience Improvement ▪ Cost Awareness & Budget Support ▪ Team Leadership & Coaching

PROFESSIONAL EXPERIENCE

Operations Manager

Ritzman Smart Homes and Automations | Lagos | *February 2024 - Present*

- Directed operational delivery across 18 concurrent smart infrastructure projects, optimizing resource allocation and vendor coordination to reduce overall project costs by 12%
- Executed 75+ quality and compliance inspections across client sites, establishing structured tracking and milestone reporting practices that ensured on-time delivery accountability
- Strengthened inventory and asset control protocols across all project sites, implementing loss-prevention measures that reduced operational losses to under 2%
- Partnered with finance and technical teams to maintain rigorous cost controls and cross-functional delivery accountability across the full project portfolio

Project & Customer Relationship Manager

Ritzman Smart Homes and Automations | Lagos | *April 2023 -January 2024*

- Managed 14 high-value client projects ranging from ~~N5M-N25M~~ ~~N5M-N25M~~, coordinating cross-functional delivery teams of 25+ personnel to ensure quality execution and on-time handover
- Resolved 95% of customer issues within 24 hours by implementing structured escalation and follow-through workflows, reducing client churn risk
- Translated complex technical delivery updates into clear client-friendly reporting, improving stakeholder communication and proactively managing expectations
- Built lasting customer trust through consistent and transparent engagement, contributing to repeat business and strong client satisfaction scores

Team Lead, Customer Relationship Management

Crowdyvest | Lagos | *March 2021 - March 2023*

- Led a team of 8 customer service representatives, designing CRM workflows and coaching practices that reduced average response time by 30% and raised service consistency
- Drove customer retention initiatives including proactive outreach and issue resolution programs achieving a 92% customer retention rate across the portfolio
- Generated 1,000+ qualified customer leads through targeted outreach campaigns, expanding the active customer base and pipeline
- Coordinated incident response during platform disruptions, working cross-functionally with finance and tech teams to resolve customer fund-access issues and minimize revenue impact
- Documented service recovery and fallback processes, creating reusable frameworks for repeat incident handling and reducing resolution time for future events

Customer Service Executive

Crowdyvest | Lagos | *September 2020 - February 2021*

- Resolved 200+ customer inquiries and complaints per month across digital channels, maintaining a 97% customer satisfaction rating through consistent and empathetic service
- Identified and escalated critical service failures and financial discrepancies, preventing potential revenue losses of over ₦5M through proactive risk mitigation
- Maintained detailed records of all customer interactions, enabling seamless team handoffs and supporting continuous process improvement initiatives

Customer Relationship Management / Front Desk Officer

Farmcrowdy | Lagos | *August 2019 - August 2020*

- Managed front desk operations for 50+ daily visitors, coordinating executive schedules, stakeholder meetings, and communications to uphold a professional and welcoming environment
- Administered high-volume correspondence and client documentation workflows, supporting seamless operational administration for customer and partner engagements

EDUCATION

MBA - Human Resource Management | Ahmadu Bello University, Zaria | *2024 - 2025*

PGD - Post Graduate Diploma in Management | Ahmadu Bello University, Zaria | *2023*

HND - Food Technology | Federal Polytechnic Nekede, Owerri | *2012 - 2017*

CERTIFICATIONS & PROFESSIONAL TRAINING

- | | | |
|--|---|---------------------------------|
| ▪ Asana Workflow Specialist Foundations Series | ▪ Jira Crash Course: Agile Product Management | ▪ Product Management |
| ▪ Relationship Management Certification | ▪ Professional Business Communication Program | ▪ Jobberman Soft Skills Program |