

BEAUTY YUSUF ILIYA

CUSTOMER SUCCESS PROFESSIONAL

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SUMMARY

Customer support professional with over seven years of experience in the telecommunications and Fintech industries. Specialized in customer retention, issue resolution, and relationship management. Managed high-volume inbound and outbound customer interactions, recovered an average of NGN 8 million in loan repayments monthly, consistently met quality and performance KPIs, and received recognition for contributions. Looking to transition into a Customer Success role to build long-term customer relationships, improve customer outcomes, and contribute to business growth.

EXPERIENCE

Migo — Remote

Customer Success Professional

06/2020 – Present

- Managed high-volume customer interactions, handling up to 150 inbound and 150 outbound calls daily while maintaining quality standards.
- Recovered an average of NGN 8 million in outstanding loan repayments each month.
- Consistently achieved KPI targets, including a 3-minute average handling time.
- Collaborated with cross-functional teams to resolve complex customer issues and improve customer satisfaction.
- Reduced non-performing loans through proactive customer engagement and effective negotiation.
- Built trust with customers by providing empathetic, solution-focused support.

Outcess Solutions

Customer Service Representative

05/2019 – 02/2020

- Resolved ~100 customer inquiries daily.
- Re-engaged churned GOTv and DSTv customers through personalized retention strategies.
- Educated prospective and existing customers on products, promotions, and service offerings.
- Delivered exceptional customer experiences while strengthening customer loyalty.
- Consistently met performance and customer satisfaction targets.
- Supported cross-selling initiatives that increased customer engagement.

EDUCATION

Federal University Lafia

B.Sc. Economics

2018 – 2024

Nigeria Certificate in Education (NCE)

Nigeria Certificate in Education

2015 – 2018

Chartered Institute of Customer Relationship Management (CICRM)

Certificate of Merit

2018 – 2019

KEY ACHIEVEMENTS

- **Over 2000 Churned Customers Won in a Month** — Reduced customer complaints and won 70% of churned users.
- **Team Award for Excellent KPI & Quality Performance** — Recognized as Employee of the Month.
- **Quality Assurance Excellence** — Achieved 100% QA score consistently over 6 years.
- **High-Volume Customer Support** — Handled 150 daily interactions, completing 3000+ outbound calls monthly.

SKILLS

Customer Support • Customer Success • Email Support • Phone Support • CRM Management • Customer Retention • Quality Assurance • Documentation • Data Entry • Problem Resolution • Microsoft Office • Google Workspace