

COSMOS KANAYO EZE

CUSTOMER EXPERIENCE EXECUTIVE

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CAREER SUMMARY

I am a Customer Experience Executive with over 4 years of experience delivering client-focused services across the tourism and hospitality sectors. In my previous roles at Sight and Sounds, I supported international clients and contributed to the 2024 B2B Trade Mission across 9 countries in collaboration with NACCIMA. Currently, as Customer Experience Executive at Redlane Travels, I helped improve service delivery by contributing to the deployment of a custom CRM system to streamline response workflows and client tracking.

My work is driven by strong communication, cultural awareness, and a commitment to delivering reliable, personalized customer experiences.

PROFESSIONAL EXPERIENCE

Redlane Travels, Lagos

Oct 2024 – Present

Customer Experience Executive

- Contributed to the deployment of a custom CRM system to improve response workflows, client tracking and support efficient service delivery.
- Developed a Travel Package Quick Reference Handbook for my team using aggregated quotes from travel partners, achieving 95% accuracy, and reducing turnaround time. This enabled us to deliver quotes faster and with greater accuracy, significantly reducing response time and workload.
- Direct collaboration with our travel experts and suppliers to ensure the design and delivery of personalized itineraries for group trips and private vacations.
- Engage with clients and community members via phone, email, and other channels to understand their travel preferences, budgets, and expectations, while ensuring all bookings, reservations, and travel logistics are organized and confirmed in a timely manner.
- Provide ongoing support to clients during the trip planning process, addressing any issues or changes that may arise before or during a trip, ensuring a smooth travel experience for clients.
- Maintain long-term relationships with clients to encourage repeat business and referrals, and post-trip follow-up to gather feedback and identify opportunities for improvement.

Kedu.me, Texas

Aug 2023 – Oct 2024

Customer Onboarding Specialist & Instructor (Remote)

- Onboarded new users, guiding them through the platform's features, functionalities, and learning process to ensure a smooth and effective introduction to the system.
- Conducted follow-up calls and check-ins to monitor user progress, address questions, and provide personalized guidance, fostering a positive user experience and satisfaction.
- Delivered virtual Igbo language sessions to international clients via Zoom, tailoring lessons to different learning styles and ensuring engaging, interactive sessions.
- Provided continuous support, troubleshooting issues and offering guidance throughout the user journey, achieving a high user retention rate of up to 90%.

Sight and Sounds Tours, Lagos

Feb 2022 – Aug 2023

Customer Support Executive

- Promoted to Customer Support Executive, transitioning from a successful role as Lead Project Manager within the company.
- Supported the organization of the 2024 B2B trade mission in collaboration with NACCIMA across 9 countries, including Japan and UK, ensuring compliance and showcasing exceptional project management skills.
- Facilitated effective communication with NACCIMA regarding required documentation, led and managed a team of customer support representatives, including onboarding and performance management, handling escalated customer inquiries and complaints, resolving issues promptly and effectively to maintain customer satisfaction.

SKILLS AND COMPETENCIES

- **Customer Service Expertise:** Skilled in customer support and managing customer interaction, with strong abilities in phone call ethics, empathy, attention to detail, conflict resolution, and cultural sensitivity to improve client experiences.
- **Technical Skills:** Proficient in Zendesk, Google Workspace including Excel, Docs & Powerpoint.
- **Process Improvement & Innovation:** Experienced in workflow optimization, process automation, and the development of solutions such as quick reference guides and automated data syncing tools to improve efficiency and accuracy.
- **Problem-Solving & Analytical Abilities:** Strong problem-solving skills with a proven track record of identifying operational gaps, reducing errors, and implementing innovative solutions to enhance service quality.
- **Project Management:** Capable of coordinating projects, collaborating with teams, and ensuring seamless implementation of new processes and technologies to achieve organizational goals.

EDUCATION

University of Ibadan, Ibadan, Nigeria

Feb 2025

Bachelor's Degree in Human Physiology (B.Sc., Human Physiology)

TRAININGS AND CERTIFICATIONS

Udemy

Mastering Customer Service

2024

Alison Academy

Diploma in Customer Service

2024

CRM TOOLS

Intercom

Manage customer interactions through live chat, automated messaging, and support ticketing.

ZenDesk

Streamline internal communication and collaboration across customer service teams.

REFERENCES

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