

Francis Vanessa Ogheneokiroro

CUSTOMER SUCCESS · CUSTOMER EXPERIENCE · CUSTOMER SERVICE · FINTECH

Contact

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Technology & Tools

Microsoft Office
Word, Excel, PowerPoint

Productivity & Collaboration
Google Workspace, Slack, Notion, Connecteam

Customer Support
CRM Platforms, Email, Live Chat

Shift Availability

Available to work rotating shifts, including nights and weekends.

Education

B.A. Music, Second Class Lower
Alex Ekwueme Federal University Ndufu-Alike, Ebonyi State
2015 – 2019

Language

English — Fluent

Referees

Available upon request

Professional Summary

Customer-focused professional with 3+ years of experience handling inbound and outbound calls, resolving customer inquiries, managing complaints, and building strong client relationships. Skilled in CRM management, KYC verification, follow-up, and problem-solving, with the ability to remain professional and efficient in fast-paced, target-driven environments. Reliable, detail-oriented, and committed to delivering excellent customer experiences.

Professional Experience

Customer Service Representative Feb 2024 – Jun 2026
The Tonic Technologies Ltd. | Lagos, Nigeria

- Handled high-volume outbound and inbound customer communication on a digital trading platform, achieving a 95%+ resolution rate within SLA targets.
- Maintained confidentiality and professionalism when handling customer information.
- Conducted KYC verification and documentation reviews for onboarding users, ensuring full compliance with regulatory standards.
- Developed and implemented SOPs for support workflows, reducing average handling time by 20% — reflecting strong organization and follow-up discipline.
- Coordinated with sales, technical, and other teams to resolve customer issues.
- Maintained accurate CRM records of all customer interactions and collaborated with product and technical teams to resolve escalations, improving satisfaction scores.
- Processed and tracked transactions, identifying discrepancies to prevent fraud — demonstrating attention to detail under pressure.

Customer Service Representative Jun 2022 – Jan 2024
Viani Wellness Centre | Lagos, Nigeria

- Attended to customer inquiries through phone calls, WhatsApp, social media, email, or in person.
- Provided accurate information about wellness products, services, treatments, and packages.
- Understood customers' needs and recommended suitable products or services.
- Followed up with customers after purchases, appointments, or services to ensure satisfaction.
- Processed orders, bookings, payments, and appointments accurately.
- Maintained accurate customer records and updated CRM or customer databases.
- Supported stock-taking and monitored product availability when required.

Call Centre Agent Mar 2021 – Jun 2022
Mipple Technology Limited | Abuja, Nigeria

- Managed high volumes of inbound and outbound customer calls.
- Responded to customer enquiries and provided product and service information.
- Followed communication scripts while adapting communication to different customer situations.
- Identified upselling opportunities during customer interactions.
- Maintained accurate records of customer conversations.
- Worked toward personal and team qualitative and quantitative KPIs.
- Participated in training to improve product knowledge and call-handling performance.

Core Skills

♦ Customer Success Experience	♦ Customer Relationship Management
♦ Customer Support & Retention	♦ Complaint & Escalation Resolution
♦ Customer Onboarding & Support	♦ CRM Management
♦ Active Listening	♦ Emotional Intelligence
♦ Problem Solving	♦ Cross-functional Collaboration
♦ Remote Communication	

Key Achievements

- ★ Improved customer relationship management performance by 90%.
- ★ Managed customer enquiries, complaints, and transaction escalations in a high-volume fintech environment.
- ★ Built experience across customer service, sales, call centre operations, and fintech transaction management.