

KEHINDE OSHATI

Customer Success Expert

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PROFESSIONAL SUMMARY

Customer success and relationship management professional with a track record of driving retention, satisfaction, and revenue growth across enterprise, FMCG, logistics, and education sectors. Skilled in stakeholder management, cross-functional collaboration, and turning customer feedback into measurable product and service improvements. Proven ability to manage high-value portfolios, resolve complex issues, and build long-term client relationships that support business growth.

CORE COMPETENCIES

Customer Relationship Management | Account & Portfolio Management | Customer Retention & Loyalty Strategy | Issue Resolution & Escalation Management | Cross-Functional Collaboration | CRM Systems | Microsoft Word & Excel | Sales & Business Development | Client Onboarding | Attention to Detail

CERTIFICATIONS

- CSAM (Customer Success Account Manager) Technical Training
- Microsoft Azure Fundamentals

PROFESSIONAL EXPERIENCE

Client Account Manager — Nova Track, Lagos

Jul 2025 – Present

- Manage a high-priority portfolio of 11 Tier-1 enterprise clients across the FMCG (beverage and agribusiness) and global maritime logistics sectors.
- Serve as primary point of contact for Nova Track's largest client, Dangote Cement.
- Own the customer experience end-to-end, resolving inquiries and complaints and escalating as needed, achieving a 95% resolution rate and 97% customer satisfaction rating.
- Partner with customers to optimize value from solutions and services, contributing to a 20% increase in value realization.
- Coordinate with internal QA, configuration, project management, engineering, and tracking teams to deliver desired customer outcomes.
- Act as liaison for customer feedback, driving the implementation of 10 new product features.

Customer Success Account Manager — TeKnowledge, Lagos

Aug 2024 – Jun 2025

- Managed a portfolio of Microsoft customers as primary point of contact, ensuring adoption, satisfaction, and long-term success with Microsoft products and services.
- Built and maintained strong customer relationships by aligning Microsoft solutions to business needs and goals.
- Developed and implemented retention and loyalty strategies that increased client retention by 15%.
- Facilitated onboarding for more than 20 clients.
- Supported a team of 20 in achieving a 90% customer satisfaction rate.
- Analyzed customer data and behavior to identify upselling and cross-selling opportunities.
- Diagnosed and resolved technical issues via phone and in-person support, improving business productivity by 20%.
- Increased business satisfaction score by 8%, earning Microsoft recognition for trained agents.
- Partnered with managers and decision-makers to resolve over 100 internal customer queries and shape customer success plans.

Sales & Admissions Advisor — Rome Business School, Lagos

Oct 2023 – Jun 2024

- Led enrollment using CRM tools and outbound calls to evaluate and qualify candidates for Executive MBA and Master's programs.
- Collaborated with business development, technical, and program management teams to build a strategic enrollment sales process.

- Coordinated and scheduled program information interviews for qualified leads.
- Represented the organization at career fairs, conferences, and networking events.
- Proactively sourced and maintained a pipeline of prospective candidates, keeping accurate lead and account records.

Sales Consultant — Sujimoto Group, Ikeja, Lagos

Jun 2020 – Aug 2023

- Met with clients at the private jet terminal to schedule consultations and present company offerings.
- Monitored market trends to identify new ways to position company products.
- Built long-term client relationships to generate repeat business and referrals.
- Identified client needs and matched them with tailored product solutions.
- Monitored and analyzed client success metrics, including satisfaction, retention, and revenue growth, to assess relationship health and measure the effectiveness of relationship management efforts.

Customer Success Associate — Softcom Limited, Ikeja, Lagos

Jun 2019 – Feb 2020

- Served as primary liaison between the company and customers, providing product and service information.
- Resolved customer account issues accurately and efficiently throughout the purchase journey.
- Guided new customers through onboarding to ensure a smooth transition and effective product adoption.
- Gathered customer feedback and communicated insights to product and sales teams to improve overall customer experience.
- Tracked and analyzed customer success metrics, including product adoption and usage patterns, to identify improvement areas and take proactive action.

Relationship Manager — Nutrition Associates, Lekki, Lagos

Feb 2018 – Jan 2019

- Communicated with prospective clients about existing and new products.
- Followed up on new business opportunities and scheduled meetings.
- Identified and capitalized on cross-selling opportunities.
- Contributed to strategic planning through market research and industry insight.
- Set and pursued ambitious personal goals aligned with company growth objectives.

Administrative Officer, NYSC — Oyo State Ministry of Environment, Ibadan, Oyo State

May 2017 – Apr 2018

- Managed office supplies and stock, and placed orders as needed.
- Prepared regular reports on expenses and office budgets.
- Maintained and updated company policies and databases.
- Organized a filing system for confidential company documents.
- Responded to queries from employees and clients.

EDUCATION

BSc. Geology

Olabisi Onabanjo University, Ago-Iwoye, Ogun State | 2016

REFERENCES

Available upon request.