

MARY EZINWANNE JOHN

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SUMMARY

Results-driven Client Services and Operations Manager with 5+ years of experience optimizing business processes, managing client relationships, and leading cross-functional teams. Proven ability to improve customer satisfaction and operational efficiency through strategic problem-solving and technology adoption.

PROFESSIONAL EXPERIENCE

Client Services & Operations Manager | TUBO – Lagos, Nigeria | 2025 – Present

- Serve as primary contact for clients, managing inquiries and escalations to ensure high satisfaction.
- Streamlined internal workflows, improving service delivery efficiency.
- Led team coordination to enhance productivity and turnaround time.
- Reduced client complaints through proactive resolution strategies.
- Maintained strict confidentiality of sensitive client information.

Administrative, Customer Relations, & Sales Manager | Angelikas Limited – Lagos, Nigeria | 2019 – 2025

- Managed office operations and administrative staff to ensure efficiency.
- Developed and executed business strategies that improved sales performance.
- Coordinated meetings, schedules, and internal communications.
- Improved customer satisfaction through structured service processes.
- Oversaw use of office tools and systems to enhance productivity.

Executive Assistant | Angel Works Production – Lagos, Nigeria | 2016 – 2021

- Managed customer communications across phone, email, and social channels.
- Resolved complaints and ensured timely follow-up with clients.
- Provided insights to management on recurring customer issues.
- Supported daily executive and administrative tasks.

EDUCATION

BSc Software Engineering (Backend) – **Patten University**

Business Administration – **Auchi Polytechnic**

CERTIFICATIONS

- Salesforce Administrator – ALX

- Salesforce Associate – ALX
- Virtual Assistant – ALX
- AI Career Essentials – ALX

SKILLS

- Salesforce CRM, Microsoft Office, Google Workspace
- Operations Management & Process Optimization
- Customer Experience & Relationship Management
- Project Coordination & Administrative Leadership
- Data Entry & Reporting

VOLUNTEER EXPERIENCE

Co-Founder, AFD | 2020 – Present

- Empowered 40+ women through career development programs.

Youth Ambassador | 2020 – Present

- Promoted sustainability initiatives and awareness campaigns.

LANGUAGES

Igbo – Expert

English – Expert

French – Beginner