

MICHAEL EFFIONG OKPOK

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PROFESSIONAL SUMMARY

Customer-focused professional with a strong track record of exceeding expectations and delivering exceptional service. Known for excellent communication skills and the ability to build rapport quickly, even in high-pressure situations. Experienced in resolving complex service issues and managing escalated complaints with professionalism and efficiency. Proficient in using CRM and help desk software to manage customer accounts, troubleshoot technical problems, and ensure a seamless customer experience.

SKILLS/EXPERTISE

- Product Knowledge
- Customer Empathy
- Effective Communication Skills (Both Verbal and Written)
- Building and maintaining client relationships
- Task Delegation
- CustomerAccounts Management
- Customer Retention
- Issues and Complaint Resolution
- Proficient with Microsoft Office Suites
- CRM Software Proficiency e.g Salesforce
- Proficient with Tools like Slack, Microsoft Teams, e.t.c

PROFESSIONAL EXPERIENCE

HEAD, CUSTOMER SUCCESS

04/2025 – 04/2026

nuMoni Rewards and Marketing Company Limited (Lagos, Nigeria)

- Spearheaded the design and execution of customer success strategies, driving customer retention, satisfaction, and lifetime value across key accounts.
- Led and optimized end-to-end customer journey frameworks, ensuring seamless onboarding, engagement, and post-sale support experiences.
- Developed data-driven insights to anticipate customer needs, reduce churn, and enhance overall service delivery.
- Built and managed high-performing customer success teams, instilling a culture of accountability, responsiveness, and excellence.
- Collaborated cross-functionally with sales, product, and operations teams to align customer success initiatives with business growth objectives.
- Established feedback loops and customer intelligence systems to continuously improve products, services, and client experience.
- Championed customer-centric innovation, strengthening brand loyalty and positioning the company as a trusted partner in rewards and marketing solutions.

CUSTOMER SUPPORT/ACCOUNTS MANAGER

10/2024- 04/2025

GLOVO (Lagos, Nigeria)

- Provide timely and effective support to customers via phone, email, and chat.
- Resolve complex customer complaints and issues in a professional and courteous manner.
- Collaborate with internal teams to resolve customer issues and improve overall customer experience.
- Manage and maintain relationships with key clients, ensuring high levels of satisfaction and loyalty.
- Identify and pursue new sales opportunities within existing accounts.
- Develop and execute strategic account plans to drive business growth and expansion

CUSTOMER EXPERIENCE MANAGER

01/2023 – 09/2024

Jiji NIGERIA (Lagos, Nigeria)

- Explained brand projects and answered customer questions, increasing customer satisfaction rates.

- Received feedback from customers and used information for reports on customer satisfaction.
- Analyzed sales data and used statistics to understand customer habits and promote new strategies.
- Conducted surveys and interviews with customers to gain an understanding of their needs and expectations.
- Collaborated with marketing teams to develop strategies that would improve the overall customer experience.
- Created detailed reports on customer satisfaction metrics such as response times, resolution rates.
- Evaluated marketing strategies based on knowledge of establishment objectives, market characteristics, and cost factors.
- Gained customer loyalty by fostering positive relationships with consumers.

CUSTOMER SERVICE REPRESENTATIVE

10/2021 – 12/2022

JUMIA NIGERIA (Lagos, Nigeria)

- Obtained information to resolve customer inquiries and responded to customers' questions.
- Provided excellent customer service, resolving inquiries and complaints in a timely manner.
- Maintained confidentiality of customer records at all times in accordance with company policies.
- Performed administrative tasks such as preparing documents, entering data into the system.
- Built customer loyalty by placing follow-up calls for customers reporting concerns or complaints.
- Provided guidance on account management, payment processing, order tracking, return policy.
- Facilitated superior customer experience by addressing customer concerns and immediately resolving problems.
- Maintained up-to-date knowledge of product information and services offered.

SALES TECHNICIAN

10/2021 – 12/2022

NEWVITAL GLOBAL TECH (Lagos, Nigeria)

- Identified, communicated and responded to opportunities that will impact sales and customers satisfaction with each customer
- Built rapport, developed and expanded customer relationships with each customer by understanding individual requirements
- Coordinated weekly and monthly report with respect to sales.
- Responsible for troubleshooting system errors and malfunction by repairing, reprogramming and/or replacing equipment.

EDUCATION

BACHELOR OF ENGINEERING IN MARINE ENGINEERING

Akwa Ibom State University, Akwa Ibom, Nigeria — 08/2013 – 08/2018

PROFESSIONAL CERTIFICATIONS

VIRTUAL ASSISTANT TRAINING PROGRAM — ALX Africa

SOFT SKILLS CERTIFICATION — Jobberman Nigeria

TECH TRAINING PROGRAM — Vet Africa Academy

REFERENCES

- Available upon Request