

Nelson Uzoma

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PROFILE

Results-driven Customer Success and Support Professional with experience managing enterprise accounts and delivering exceptional customer experiences across fintech and SaaS environments. Skilled in account management, client onboarding, and technical support, with a strong ability to translate complex concepts into clear, user-friendly solutions. Proficient in CRM and support tools including Freshdesk, Xcally, and Aventium, as well as identity verification platforms such as BVN and NIMC. Recognized for building strong client relationships, improving customer satisfaction, and driving retention through proactive engagement and problem resolution.

SKILLS

- **Soft Skills:** Customer-Centric Mindset, Active Listening, Conflict Resolution, Stakeholder Management, Emotional Intelligence, Team Collaboration, Attention to Detail, Proactive Customer Engagement, Empathy, Adaptability and Time Management.
- **Technical Skills/Tools:** Enterprise Account Management, Customer Lifecycle Management, Upselling & Cross-selling, Customer Experience (CX), SLA Management & Compliance, First Contact Resolution Optimization, Multi-Channel Customer Support, Customer Data Analysis, Net Promoter Score (NPS) Analysis, Risk Assessment & Due Diligence, MS Office Suite and Google Workspace Tools.
- **Certifications & Trainings:**
 - Customer Success Management- by SalesRuby (2024)
 - Conflict Resolution- by Crosstie Solutions (2022)
 - Critical Thinking & Problem Solving- by Crosstie Solutions (2022)
 - Customer Experience Training- by Whitten & Roy Partnership (2020)

PROFESSIONAL EXPERIENCE

Customer Success Officer

Plaude Inc | Lekki, Lagos

Mar 2025 - Jan 2026

- **Customer Onboarding & Education:** Improved client onboarding experience by guiding new users through setup and training, reducing time-to-value by up to 25% and increasing early product adoption.
- **Retention & Advocacy:** Increased customer retention by proactively monitoring satisfaction and addressing concerns early, contributing to a reduction in churn and improved renewal rates.
- **Relationship Management:** Strengthened client relationships by serving as the primary point of contact, maintaining regular check-ins that contributed to a 90%+ client engagement rate.
- **Data & Feedback Analysis:** Tracked client health metrics such as NPS and adoption rates, using insights to recommend service improvements and enhance overall customer experience.

Technical Account Manager

Fincra Limited | Lekki, Lagos

July 2022 - July 2024

- **Technical Support & Issue Resolution:** Provided timely troubleshooting support, resolving customer issues within SLA, leading to improved client satisfaction scores.
- **Customer Success Strategy:** Designed and executed tailored product training plans, increasing feature adoption among clients by 25% and enhancing overall product utilization.
- **Revenue Growth & Account Expansion:** Identified upsell and renewal opportunities across enterprise accounts, contributing to a 15% increase in annual contract value.

Merchant Support Associate

Fincra Limited | Lekki, Lagos

July 2022 - Aug 2022

- **Customer Support & Issue Resolution:** Resolved merchant inquiries daily across multiple channels, maintaining a consistent first-contact resolution rate of over 80%.
- **Merchant Success & Retention:** Provided ongoing guidance to merchants on platform usage, contributing to a noticeable reduction in repeat complaints and improved merchant satisfaction scores.
- **Data Analysis & Insights:** Tracked and analyzed recurring merchant issues, identifying key trends that informed process improvements and reduced common support tickets by approximately 15%.
- **Cross-Functional Collaboration:** Worked closely with product and marketing teams to escalate recurring issues and support feature improvements, contributing to smoother merchant onboarding and usage experience.

KYC Compliant/Customer Service Officer

PAGATECH Limited | Yaba, Lagos

Sept 2018 - June 2022

- **Regulatory Compliance/Risk Assessment:** Conducted due diligence on new customers by verifying KYC documents and assessing risk levels, contributing to consistent adherence to internal compliance standards and reducing onboarding errors.
- **AML Monitoring & Compliance Adherence:** Ensured full compliance with AML frameworks (KYC, CIP, OFAC) by reviewing customer profiles and transaction patterns, helping maintain a clean compliance record with minimal flagged incidents.
- **Customer Onboarding & Segmentation:** Accurately assigned customers to appropriate KYC tiers based on verified data, improving onboarding efficiency and reducing account review delays.

Operations Lead

Campharm Products Limited | Ihioma Road, Lagos

June 2015 - Aug 2018

- **Team Leadership:** Lead and develop supervisors, technicians, and operators to build a culture of accountability and high performance.
- **Vendor Relationship Management:** Maintained reliable vendor partnerships, ensuring timely delivery of services and materials while helping to control operational costs.

EDUCATION

IMO STATE UNIVERSITY

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Bachelor of Science-Political Science (2015)