

OKWUONU IKECHUKWU WISDOM

Quality Assurance Analyst | Call Center Supervisor | Customer Success

Nigeria | Open to Remote Roles & Full-time Roles

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PROFESSIONAL SUMMARY

Results-driven Quality Assurance Analyst and Call Center Supervisor with 4+ years of experience across customer service, sales, team leadership, and quality management. Proven expertise in call monitoring, performance improvement, CRM systems, and team supervision. Successfully led and evaluated teams of 25 agents, improved service quality, and supported business growth. Seeking remote Customer Success, QA, or Call Center Operations roles with global organizations.

CORE SKILLS

- Quality Assurance & Call Audits
- Call Center Supervision (25+ agents)
- Customer Success & Retention
- Performance Coaching & Training
- KPI Tracking & Reporting
- CRM Management (Zoho CRM)
- Call Monitoring Tools (Hoduce)
- Google Sheets & Slides (Reporting & Dashboards)
- Conflict Resolution & Escalation Handling
- Sales & Customer Engagement

PROFESSIONAL EXPERIENCE

Quality Assurance Analyst / Call Center Supervisor

Maon Services — Nigeria

2023 – Present

- Conduct quality audits on inbound and outbound calls to ensure compliance with service standards.
- Supervise and support a team of 25 customer service agents, providing performance feedback and coaching.
- Analyze call data and QA reports using Google Sheets to identify trends and improvement areas.
- Designed and presented QA performance reports using Google Slides for management reviews.
- Collaborated with team leads and operations managers to improve customer satisfaction and agent efficiency.
- Reduced recurring service issues through targeted coaching and process improvement initiatives.

Call Center Coordinator / Call Center Agent

ABC Transport & Logistics — Nigeria

2021 – 2023

- Started as a Call Center Agent and promoted to Call Center Coordinator within one year due to strong performance.
- Handled high-volume customer inquiries, complaints, and booking support.
- Coordinated daily call center operations and agent schedules.
- Monitored call quality and assisted with agent onboarding and training.
- Supported management with customer service reports and issue resolution.

Sales Representative

Smile Telecommunications — Nigeria

2018 – 2020

- Promoted telecom products and services to new and existing customers.
- Achieved and exceeded monthly sales targets through effective customer engagement.
- Educated customers on product features, plans, and upgrades.
- Built strong customer relationships, contributing to repeat sales.

KEY ACHIEVEMENTS

- Promoted multiple times across roles due to performance and leadership capability.
- Successfully managed QA and supervisory responsibilities simultaneously.
- Improved agent performance and service quality through structured feedback.
- Strong cross-functional experience in sales, customer service, QA, and leadership.

EDUCATION

Bachelor's Degree in Marketing

Abia State University — 2016

National Youth Service Corps (NYSC) — Completed 2018

TOOLS & TECHNOLOGY

- Huddle
- CRM Systems
- Google Sheets & Google Slides
- Microsoft Office

AVAILABILITY

Open to remote, full-time, contract, or hybrid roles.

