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PROFESSIONAL SUMMARY

Customer Success and Client Relationship professional with over 10 years of experience helping SaaS, FinTech, and cloud technology customers achieve successful business outcomes through strategic relationship management, customer onboarding, product adoption, technical support, and account growth.

Proven ability to manage customer portfolios, improve customer health, increase product adoption, reduce churn, collaborate with Product, Engineering, Sales and Operations teams, and deliver exceptional customer experiences while consistently maintaining 95–98% Customer Satisfaction (CSAT).

Experienced in CRM administration, stakeholder management, customer analytics, business reviews, account planning, customer retention, and process improvement within fast-paced global remote environments.

CORE COMPETENCIES

Customer Success and Account Management

Customer Relationship Management

Customer Lifecycle Management

Customer Health Monitoring and Retention

Product Adoption and Onboarding

Cross-functional Collaboration

Stakeholder Management

Subscription Renewal Management

Upselling & Expansion

SaaS Customer Support

Technical Support

PROFESSIONAL EXPERIENCE

Field Technology Development Partners

Remote | March 2026 – Present

- Serve as the primary point of contact for assigned clients, managing customer inquiries through Intercom, Slack, and Freshdesk while delivering exceptional customer experiences.
- Build and maintain strong client relationships by understanding customer needs, providing tailored solutions, and ensuring successful customer outcomes.
- Drive product adoption by assisting customers with onboarding, user access, platform navigation, and feature utilization.
- Monitor customer health, identify adoption gaps, and proactively escalate risks that may affect customer satisfaction or retention.
- Collaborate with Product, Engineering, Project Management, and Technical Support teams to resolve complex implementation and technical issues.
- Maintain accurate CRM records, customer documentation, and account activities to support informed decision-making and service continuity.
- Analyze customer feedback, identify recurring trends, and recommend process improvements that enhance customer experience.
- Coordinate customer follow-ups, ensuring clear ownership, accountability, and timely resolution of outstanding issues.
- Run SQL queries and utilize internal dashboards to investigate issues, monitor account performance, and support data-driven customer recommendations.

Customer Success Manager (After Sales)

Virtue Corporation Limited

Remote | May 2024 – Dec 2025

- Managed a portfolio of global customer accounts, building trusted relationships that improved customer retention and long-term engagement.
- Served as the primary contact for post-sales support, ensuring seamless customer onboarding, issue resolution, and ongoing account success.
- Conducted proactive follow-ups to monitor customer satisfaction, identify account risks, and improve overall customer health.
- Identified upselling and expansion opportunities through customer engagement and collaborated with Sales to maximize customer value.
- Developed onboarding guides, FAQs, and customer education resources that improved product adoption and reduced support requests.

- Maintained accurate customer records, service history, and account documentation within CRM systems.
- Resolved order management, returns, refunds, and transaction issues while consistently meeting SLA targets.
- Collected customer feedback and partnered with internal teams to recommend service improvements that enhanced customer experience.
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Customer Support Specialist

Clipboard Health

USA | Remote

May 2022 – May 2024

- Managed over 500 customer interactions weekly, delivering exceptional support across email and live chat while maintaining 97% CSAT.
- Supported customer onboarding, ensuring users successfully adopted platform features and achieved desired business outcomes.
- Collaborated with Product, Engineering, and Operations teams to resolve technical issues and improve the overall customer experience.
- Monitored customer engagement, identified adoption opportunities, and provided guidance to maximize platform utilization.
- Analyzed recurring customer issues and recommended workflow improvements that reduced response times and increased operational efficiency.
- Maintained accurate customer records and communicated product updates, ensuring customers remained informed of new features and enhancements.
- Delivered proactive customer support that contributed to improved customer retention and long-term satisfaction.

Technical Support Specialist

Tek Experts, Lagos(Hybride)

Apr 2018 – Aug 2022

- Delivered Tier 2 technical support to Microsoft Azure customers, ensuring timely issue resolution and compliance with SLA targets.
- Managed customer subscriptions, billing inquiries, renewals, and account-related requests while maintaining high customer satisfaction.
- Partnered with Engineering and Product teams to resolve complex implementation issues and improve service delivery.

- Educated customers on Microsoft Azure solutions, improving product adoption and customer confidence.
- Created technical documentation and knowledge base articles that reduced repeat support requests by 30%.
- Maintained customer account information and monitored service performance to support positive customer outcomes.

Customer Relations Manager

Access Bank, Victoria Island Lagos

Apr 2014 – Mar 2018

- Managed over 100 customer interactions daily, providing personalized support while maintaining high customer satisfaction.
- Built strong customer relationships by understanding client needs and recommending appropriate banking products and digital solutions.
- Led customer onboarding for Mobile and Internet Banking platforms, increasing digital product adoption and customer engagement.
- Identified opportunities to promote additional banking products and services, supporting branch sales and business growth.
- Maintained accurate customer account records and ensured compliance with service quality standards and SLA requirements.
- Resolved customer complaints efficiently while collaborating with internal departments to improve customer experience.
- Trained and mentored over 20 staff on customer service excellence, relationship management, and digital banking support.

KEY ACHIEVEMENTS

- Maintained 95–98% Customer Satisfaction (CSAT)
- Improved Product Adoption through structured onboarding
- Managed global customer portfolios
- Increased Customer Retention through proactive account management
- Reduced ticket resolution time by over 20%
- Created customer onboarding documentation and knowledge base articles
- Collaborated with Engineering, Product and Sales teams to improve customer outcomes
- Consistently exceeded SLA targets

EDUCATION

MSc Information Management , Ahmadu Bello University 2025–2026

Bachelor of Science (Biology), Nnamdi Azikiwe University 2005–2010

CERTIFICATIONS

Microsoft Azure Solutions

Project Management – Udemy

Product Management–Coursera

Marketing & Communication – IBMI

TECHNICAL TOOLS

Salesforce CRM, HubSpot, Microsoft Dynamics, Zendesk, Freshdesk, Intercom, Slack, Microsoft Azure, Microsoft Office Suite, Canva, Notion, Google Workspace etc.