

LIVINUS Kanayo Silas

Experience: 5 years | Available: Immediately | Location: Agungi, Lekki-Expressway, Lagos

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KEY COMPETENCIES & TECHNICAL SKILLS

- **Data & Automation:** AI Chatbot Optimization, Repetitive Task Automation, System Integrations, CRM Architecture.
- **Software & Tech Stack:** Zoho, Freshdesk, Zendesk, Intercom, HubSpot CRM, Zapier, SQL.
- **Channel Management:** Omnichannel Tickets, Live Chat Support, & Phone Queue Management.

PROFESSIONAL EXPERIENCE

Customer Success/Operations Manager

July 2024 – Present

ZoneX Fintech, Lagos

- **Infrastructure Strategy:** Spearheaded the digital transformation of customer success systems, deploying AI-enabled chatbot solutions and centralized knowledge architectures to drive scalability and self-service capabilities.
- **Process Automation:** Designed and implemented automated, KPI-driven escalation and resolution frameworks, eliminating operational bottlenecks and lowering resolution time across tiers.
- **Lifecycle Optimization:** Established data-driven customer segmentation models and technical lifecycle engagement playbooks, systematically mitigating churn and supporting long-term revenue growth.
- **Cross-Functional Coordination:** Directed root-cause investigations for complex customer escalations, identifying core process gaps to drive continuous operational improvement and product optimization.
- **Day-to-Day Customer Support / Ticket Handling:** Led day-to-day customer support and operational functions, overseeing service delivery processes, workflow execution, and cross-functional coordination to ensure efficient operations, timely issue resolution, and a consistent customer experience.

Key Achievement

- Scaled support capabilities efficiently by establishing structured escalation workflows and continuous performance metrics that maximized team resolution effectiveness and lowered daily ticket levels significantly.

Client Support Lead**Aug 2022 – June 2024*****GambleAlert***

- **Oversee the Support Pipeline & Capacity:** Manage team schedules and queue distribution to coordinate the end-to-end lifecycle of incoming support requests. Ensure the ticketing queue is properly triaged and that work capacity is optimized daily.
- **Establish Resolution Pathways & SOPs:** Design, document, and implement standardized operating procedures. Train the team on these structured resolution pathways to ensure consistent, professional support delivery across all communication channels.
- **Dashboard Portfolio & Performance Management:** Actively manage the client portfolio using the internal support dashboard. Track team metrics (such as first response times, ticket journey, and ticket resolution rates) to eliminate operational bottlenecks in real time.
- **Act as the Escalation Point:** Directly handle complex or highly sensitive support requests and partner inquiries that require advanced problem-solving or manager-level intervention.
- **Data-Driven Reporting for Leadership:** Pull operational data from the dashboard to analyse team performance, translating these metrics into actionable insights and regular reports for management.

Customer Service Representative**Feb 2021 – Aug 2022*****Prince Ebeano & Co., Lagos***

- **Omnichannel Engagement & Service:** Handled high-volume customer inquiries and orders across phone and live chat, with prompt delivery of sales requests and friendly complaint resolutions.
- **Inventory & Trend Insights:** Monitored real-time buying trends and customer feedback to keep stock lists updated, helping management align inventory with daily customer demand.

Key Achievement

- **Business Growth Achievement:** Boosted product cross-sales by over 30% by proactively suggesting complementary items and leveraging deep product knowledge during customer interactions.

INTERNSHIP

Data Analytics & Visualization Intern**February 2024*****Accenture North America (via Forage)***

- **Handled advanced data cleaning, predictive modelling, and behaviour trend analysis** using SQL, Excel, and Tableau.
- **Generated automated visual report decks** to guide strategic, executive-level decision-making.

EDUCATION

MSc. Psychology 2026
University of Lagos, Akoka, Yaba

B.Sc.(Hons), Psychology 2021
Ekiti State University, Ado-Ekiti. GPA: 4.45/5.0

CERTIFICATION

- AI for Customer Experience with Chatbots and Analytics – Coursera 2025
- Improving Customer Retention – Coursera 2025
- Customer Relationship Management (CRM) – Starweaver 2025
- Technical Support Professional – Google 2025
- Data Analytics and Visualization – Accenture 2024

REFERENCES

AVAILABLE UPON REQUEST