

SAGBAMAH ONOKOME P.

CUSTOMER EXPERIENCE | CUSTOMER SUPPORT | QUALITY & TRAINING LEADER

Driving exceptional customer experiences through AI-enabled support operations, quality assurance, process optimisation, and data-driven decision-making.

Ibadan, Nigeria (WAT, UTC+1) | Open to Global Remote Opportunities
+234 813 552 5476 • komzisags@gmail.com • LinkedIn: linkedin.com/in/kome-sagbamah-045783142

PROFESSIONAL PROFILE

Customer Experience, Customer Support, Quality, and Training leader with **8+ years** of experience improving customer support operations across fintech, SaaS, enterprise technology, and security services.

Proven expertise in customer experience, quality assurance, coaching, AI-enabled support operations, process optimisation, and performance management. Experienced leading remote teams and partnering with Product, Engineering, Operations, Compliance, and Customer Success to improve customer satisfaction, operational efficiency, and business performance.

LEADERSHIP IMPACT

- 8+ years leading Customer Experience, Customer Support, Quality Assurance, and Training
- Increased CSAT to **90%+**
- Maintained **98% SLA** performance
- Reduced quality defects by **25%**
- Reduced customer escalations by **18%**
- Improved First Quality Response by **22%**
- Reduced ticket reopen rates by **20%**

CORE EXPERTISE

Customer Experience (CX)

Customer Support

Customer Success

Support Operations

Quality Assurance

Quality & Training

Performance Coaching

Remote Team Leadership

Escalation Management

Process Optimisation

Continuous Improvement

SOP Development

Knowledge Management

KPI & SLA Management

Root Cause Analysis

AI-Enabled Support Operations

ChatGPT

Microsoft Copilot

Technical Support

Cross-functional Collaboration

Data Analytics

PROFESSIONAL EXPERIENCE

ZEIGS SECURITY LIMITED (Remote)

2025 – Present

Customer Experience & Quality Manager

Key Contributions

- Lead Customer Experience and Quality operations across all customer touchpoints.
- Designed CX strategies, QA frameworks, SOPs, workflows, and escalation processes to improve efficiency and service quality.
- Implemented AI tools (ChatGPT and Microsoft Copilot) to automate workflows, improve knowledge management, and increase agent productivity.
- Monitor CSAT, QA, SLA, and FCR metrics to drive continuous improvement.
- Lead quality audits, coaching, onboarding, and training programmes for support teams.
- Collaborate with Operations and Leadership to improve customer journeys and operational performance.

TEK EXPERTS (Remote SaaS)

2021 – 2024

Quality Analyst | Microsoft 365 Technical Support Engineer

Key Contributions

- Delivered enterprise technical support while maintaining **98% SLA and CSAT**.
- Audited customer interactions to ensure Microsoft quality standards.
- Resolved Microsoft 365, Azure, Exchange Online, licensing, billing, and Active Directory issues.
- Created knowledge base documentation that reduced repeat contacts.
- Mentored new engineers and supported quality improvement initiatives.

RAENEST (Remote Fintech)

2019 – 2021

Quality Assurance Team Lead / Quality & Training Specialist

Key Contributions

- Led global QA strategy for distributed support teams.
- Increased CSAT to **90%+** while reducing escalations by **18%**.
- Reduced quality defects by **25%** and improved First Quality Response by **22%**.
- Built SOPs, QA scorecards, knowledge bases, and compliance frameworks.
- Partnered with Product and Engineering to improve customer experience.
- Leveraged ChatGPT and Microsoft Copilot to improve quality reviews and knowledge management.

ZEIGS SECURITY LIMITED

2017 – 2019

Customer Support Specialist / Team Lead

Key Contributions

- Led customer support across chat, email, and phone channels.
- Recruited, onboarded, coached, and managed support staff.
- Developed incident reporting processes, SOPs, and escalation workflows.
- Conducted quality reviews and improved support performance through coaching.
- Collaborated with operations teams to resolve customer issues efficiently.

EDUCATION

Bachelor of Engineering (B.Eng.), Computer Engineering

Bells University of Technology

CERTIFICATIONS

Microsoft Azure Fundamentals (AZ-900) • Six Sigma Yellow Belt • Certified Lead Auditor • Certified Product Management • Certified Data Analyst • Scrum Fundamentals • Customer Service & Relationship Management • Anti-Money Laundering Compliance • Cisco IT Essentials

TOOLS

Zendesk

Intercom

Microsoft Dynamics

Microsoft 365

Azure

Power BI

Excel

Scorebuddy

ChatGPT

Microsoft Copilot

CRM Platforms

Knowledge Base Management

EDMS

LANGUAGES

English (Fluent)