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Customer Success Specialist

SUMMARY

Client-focused Account Manager with 4 years of experience across customer success, client support, and technology-driven environments. Skilled in managing client relationships, conducting proactive check-ins, resolving disputes, handling billing concerns, and identifying retention risks. Experienced in monitoring performance, maintaining accurate records, coordinating with cross-functional teams, and improving service delivery through structured follow-ups and process improvements. A proactive communicator and problem-solver committed to client satisfaction, accountability, service quality, and long-term relationship growth in remote environments.

Skills & Tools

- Customer Success: Onboarding, retention, renewals, churn reduction
- CRM Tools: HubSpot, Zendesk, Intercom, Freshdesk, Intercom, Zoho CRM, Shopify, Airtable, Slack, Zapier, Gohighlevel
- Reporting & Analysis: NPS, CSAT, KPIs, customer health scoring, Excel & Google Sheets
- Account Management
- Customer Satisfaction
- Conflict Resolution
- Billing Dispute Resolution
- Performance Monitoring
- Client Relationship Management
- KPI Management
- Customer Communication
- Cross-Functional Coordination
- Billing Support
- Process Improvement
- Escalation Management

Account Management & Customer Success Specialist
Vesti Technologies, February 2023 – Present

- ❖ Managed ongoing client relationships, serving as a primary point of contact for service concerns, account updates, billing questions, and process requests while maintaining professional communication and timely follow-through.
- ❖ Conducted proactive client check-ins to assess satisfaction, identify emerging concerns, and address service gaps before they affected retention or loyalty.
- ❖ Investigated client complaints and service disputes, coordinated with relevant teams to identify root causes, and communicated clear resolutions to improve client confidence.
- ❖ Monitored service performance, customer feedback, and recurring issues against agreed expectations, identifying opportunities to improve quality and client outcomes.
- ❖ Supported team accountability through clear documentation, follow-up tracking, feedback sharing, and coordination on outstanding tasks and performance concerns.
- ❖ Improved client support processes through better recordkeeping and structured follow-ups, helping reduce unresolved concerns and deliver a more consistent customer experience.

Customer Success Specialist

Optival Capital Partners, March 2022 – December 2022

- ❖ Provided client support through live chat, email, and phone, handling 30+ customer inquiries weekly and maintaining approximately 92% satisfaction through clear, empathetic, and timely communication.
- ❖ Managed support requests from initial inquiry through issue resolution, prioritizing urgent cases, documenting actions, and following established workflows to reduce overdue or unresolved tickets by approximately 20%.
- ❖ Conducted client training and product walkthroughs, explaining workflows, features, account processes, and best practices in simple language to improve customer confidence and product adoption.
- ❖ Investigated account access, technical, and workflow-related issues before

escalating complex cases, ensuring internal teams received complete documentation and relevant troubleshooting details.

- ❖ Used CRM, ticketing, communication, and collaboration tools to track client interactions, follow-ups, outstanding issues, and customer requirements while managing multiple priorities independently.
- ❖ Identified recurring customer questions and created or improved support documentation, FAQs, and internal processes, reducing repetitive inquiries by approximately 20% and improving consistency across client interactions.

Customer Retention Specialist

Vision Mate Academy, January 2021 - December 2021

- ❖ *Managed outbound retention campaigns that retained 85% of customers considering cancellation.*
- ❖ *Negotiated customized solutions that strengthened customer relationships and reduced account closures.*
- ❖ *Maintained detailed CRM records with 99% documentation accuracy.*
- ❖ *Analyzed customer feedback to identify trends and recommend service improvements.*
- ❖ *Worked closely with account managers to improve customer engagement strategies.*
- ❖ *Surpassed monthly retention targets for 10 consecutive months.*

Customer Support Associate

D-uchess Clothing, November 2019 - November 2020

- ❖ *Delivered high-quality client support with a 95%+ CSAT, strengthening long-term customer relationships.*
 - ❖ *Identified recurring product issues through ticket analysis and provided actionable feedback to Product teams.*
 - ❖ *Supported onboarding sessions that improved early-stage platform adoption metrics.*
 - ❖ *Maintained knowledge base content to improve self-service success.*
 - ❖ *Assisted with customer data audits to improve CRM reliability.*
 - ❖ *Collaborated with account managers to support renewal readiness.*
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EDUCATION & CERTIFICATIONS

Bachelor of Arts in English and Literary Studies

Ahmadu Bello University – Zaria, Kaduna State, Nigeria | 2019

Licenses & certifications

Customer Success Advanced Concepts

CustomerSuccessU.org

Customer Success Fundamentals

CustomerSuccessU.org

Customer Service Foundations

LinkedIn