

Zigede Lewis Junior

Customer success coordinator

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📍 33 Limca Road Onitsha, Anambra.

I am a highly motivated and results-oriented customer success professional with a proven track record of driving customer satisfaction and retention wherever I go. I have 7 years of experience in onboarding new customers, resolving customer challenges, and upselling and cross-selling products and services, also have a strong proven ability to work with a remote team and use technology to deliver excellent customer service, strong communication and interpersonal skills, the ability to work independently and as part of a team, always upskilling and can work with API's from my web development experience, committed to providing excellent customer service and exceeding customer expectations.

Experience

● GIS Customer Expansion Lead @ Enugu Electricity Distribution Company, Anambra. 2019 - present

- Developed and implemented a strategy to handle a team of over 20 for business success.
- Developed strategies to recover loss of revenue to the company and implemented it which resulted in a 45% increase from my department's internally generated revenue.
- Onboards over 400 customers yearly adding to over 10% increase in revenue and customer satisfaction.
- Assist customers in using our SaaS apps and website to make easy payments, and obtain services faster and simpler which resulted in improved customer satisfaction estimated at 37.3 %.
- Calling and responding to customers, taking their complaints and request, and guiding them all the way to resolving their challenges, which boasted customer satisfaction by 27%.

● Customer Success lead @ Precious Aurum Integrated Services, Abuja. 2016 - 2019

- Developed and implemented a customer success program that resulted in a 75% increase in customer satisfaction.
- Managed a portfolio of 60 customers and staff also.
- Community relationship and peacekeeping coordinator.
- Reported and gave satisfying feedback to clients in the form of correspondence, calls, and presentations.
- Excellent Project defense that won the company extra contracts that added a 35% increase to profit.

Education

● Enugu State University Of Science And Technology 2014

- Bachelor of Science, Geology and Mining
- GPA: 4.0

● Divine Grace International Secondary School, Aba, Abia State 2009

Skills

- Customer Onboarding
- Customer Success
- Problem Solving
- Communication Skill
- Teamwork and Creativity
- Technology
- Microsoft Office Suite
- Web Development and APIs Usage