

ANAEBO EDITH CHINONYE (CCSS)

Customer Success Manager | Retention, Onboarding & Revenue Growth

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106 Accounts Owned (16 Banks, 90 Agencies) **Zero** Account Losses, 100% Logo Retention **100%** Transaction Accuracy
Days→Hrs Resolution Time Cut

PROFESSIONAL SUMMARY

Customer Success Manager with 11+ years owning complex, high-value account portfolios and driving retention, adoption, and measurable outcomes in zero-error, high-compliance environments. Sole relationship owner for a 106-account institutional portfolio with zero losses (100% logo retention), detecting risk early, owning escalations end to end, and driving platform adoption to independent, compliant use. Skilled in customer onboarding, health-score monitoring, churn prevention, renewal and expansion strategy, QBR and EBR facilitation, and CRM and helpdesk implementation (HubSpot, Freshdesk, Zendesk). Certified Customer Success Specialist (CCSS), open to Customer Success Manager, Senior CSM, Account Management, and Customer Experience roles at SaaS, fintech, and technology companies globally.

CORE COMPETENCIES

Customer Success: Customer Onboarding, Time-to-Value, Product Adoption, Customer Health Scoring, Churn Prevention, Risk Detection, Renewal Management, Expansion Strategy, Net Revenue Retention (NRR), Customer Lifecycle Management

Account Management: Portfolio Management, Executive Stakeholder Management, Multi-threading, Escalation Management, QBR & EBR Facilitation, SLA Management, B2B Relationship Management, Voice of Customer

Platforms & Tools: HubSpot CRM, Freshdesk, Zendesk, Salesforce, Intercom, Mixpanel, Monday.com, Asana, Trello, Oracle ERP, Google Workspace, Zoom

Strengths: CRM & Helpdesk Implementation, Process Documentation, Team Training & Enablement, Cross-Functional Collaboration, Data-Informed Decision Making

PROFESSIONAL EXPERIENCE

Customer Success Manager | Purewellness & Spa Jan 2025 – Jul 2025

Engaged to build a complete customer success operation from zero and deliver an independently capable team within six months

- Took full ownership of end-to-end Freshdesk CRM implementation when the assigned specialist became unavailable, configuring the platform from admin setup to live deployment with zero delay to the contract timeline.
- Designed the customer lifecycle framework, SLA policies, automated ticket routing, and a customer-facing knowledge base, cutting time-to-resolution from days to hours by the final month.
- Diagnosed customer communication gaps by separating process, tool, and team-capability issues, then executed a structured plan that moved the business to a measurable, scalable success operation.
- Onboarded and trained the support team to full independent platform operation and delivered complete documentation, protecting continuity through handover.

Customer Experience & Support Systems Consultant | Anaebo Edith Consulting Jan 2026 – Present

Advising SaaS, fintech, and SMB clients on customer success infrastructure, CRM implementation, and retention strategy, remote

- Advise clients on customer success and retention infrastructure, implementing CRM, helpdesk, and health-tracking systems (HubSpot, Freshdesk, Zendesk) that improve response time, adoption, and account visibility.

- Diagnose churn risk in client support data, connecting early warning signals to renewal outcomes, and design proactive intervention playbooks that shift teams from reactive firefighting to measurable retention.
- Built two live training environments, a Shopify commerce store and a configured Freshdesk helpdesk, to simulate real customer scenarios, bringing trainees to 100% independent platform operation before sign-off.

Central Bank of Nigeria | 11 Years 9 Months

Senior Supervisor, Customer Service (Enterprise Account Management) | Mar 2022 – Jan 2024

Sole relationship owner for a 106-account institutional portfolio, the direct enterprise Customer Success parallel in this career

- Owned a book of 106 institutional accounts across 16 commercial banks and 90 government agencies, segmenting by risk, transaction volume, and escalation history, and retained 100% of the portfolio across the full tenure.
- Detected account risk early and owned escalations end to end, aligning internal teams on root cause and recovery, and reporting outcomes to executive stakeholders within committed SLAs.
- Drove adoption of digital clearing and payment platforms, guiding each account to independent, compliant use, and multi-threaded relationships to reduce silent-churn risk.
- Maintained 100% transaction accuracy across high-volume operations and fed recurring issues back to product and operations teams as evidence-based recommendations.

Assistant Manager, Administrative & Operations Support | Jan 2024 – Dec 2024

- Drove a 30% improvement in task completion by diagnosing operational bottlenecks and redesigning workflows, the same root-cause discipline a CSM applies when health metrics decline without an obvious cause.
- Partnered with senior leadership on recurring friction and managed payment operations via Oracle ERP to a zero-error, high-compliance standard.

IT Support Specialist, Helpdesk & Internal Customer Support | Jan 2019 – Mar 2022

- Delivered platform onboarding and adoption support to 80+ internal users, resolving 50+ tickets weekly with zero backlog and managing each to confirmed independent operation.
- Identified recurring platform friction, escalated systemic issues with supporting evidence, and drove process improvements that reduced repeat ticket volume.

EDUCATION

M.Sc., Business Administration and Management 2023 – 2025

National Open University of Nigeria

B.Sc., Accounting 2015 – 2019

National Open University of Nigeria

CERTIFICATIONS & HONORS

- Certified Customer Success Specialist (CCSS)
- Customer Success Fundamentals
- Technical Support Fundamentals
- In-Demand Tech Skills
- 10 Years Meritorious Service Award, Central Bank of Nigeria
- Membership Award, Nigerian Institute of Management