

ANAEBO EDITH CHINONYE (CCSS)

Customer Success Manager | Customer Lifecycle & Retention Strategy |

Certified Customer Success Specialist

GMT+1, Open to Remote / Global Roles | anaeboedith@gmail.com | [LinkedIn](#) | [Portfolio](#)

106 Institutional Accounts Owned	Zero Account Losses in 11+ Years	100% Transaction Accuracy	CCSS Certified CS Specialist
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PROFESSIONAL SUMMARY

Customer Success professional with 11+ years converting customer relationships into strategic business intelligence across financial services, e-commerce, and B2B support environments. Skilled at reading customer behavior, engagement patterns, and health signals to inform leadership decisions that protect retention and accelerate adoption. Track record of owning complex, high-stakes account portfolios (106 institutional accounts across 16 banks and 90 government agencies), leading CRM and support-infrastructure builds from zero to production, and partnering with executive stakeholders to align customer outcomes with commercial goals. Certified Customer Success Specialist (CCSS).

CORE COMPETENCIES

- Customer Intelligence & Behavior Analysis
- Customer Health & Risk Detection
- Renewals, Retention & Expansion
- Business Reviews (QBR/EBR)
- SLA Design & Escalation Management
- Data-Driven Decision Making
- Customer Lifecycle Management
- Adoption & Value Realization
- Executive Stakeholder Management
- Voice of Customer & Feedback Loops
- CRM & Helpdesk Implementation
- Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

Customer Experience & Support Systems Consultant | Independent Practice Jan 2026 – Present

Advising early-stage and growing businesses on customer success infrastructure: CRM implementation, support operations, and team enablement

- Designed two live training environments, a Shopify e-commerce store and a fully configured Freshdesk helpdesk with SLA policies and escalation workflows, to simulate real customer engagement scenarios, enabling trainees to reach 100% independent platform operation before sign-off.
- Analyzed recurring communication breakdowns among entry-level agents, separating process gaps from skill and confidence gaps, then built targeted coaching modules that reduced time-to-competency for new hires.
- Partnered with founders and business owners to rebuild support operations structurally, delivering process documentation and retraining that shifted teams from reactive firefighting to measurable, scalable service delivery.
- Implemented and configured CRM, helpdesk, and project-management systems (Freshdesk, HubSpot, Zendesk, Monday.com, Trello, ActiveCampaign) tailored to each client's support volume, enabling faster resolution and clearer team accountability.

Customer Success Manager, CRM Implementation & Client Enablement | Purewellness & Spa

Jan 2025 – Jul 2025

Engaged to build a complete customer success infrastructure from zero, delivering an operational system and an independently capable team within a six-month window

- Assumed full ownership of end-to-end Freshdesk CRM implementation when the assigned technical specialist became unavailable, configuring the platform independently from admin setup to live deployment with zero delay to the contract timeline.
- Designed the client's customer lifecycle framework: SLA policies, automated ticket routing, escalation workflows, and a customer-facing knowledge portal, establishing the operational foundation for measurable service delivery.
- Partnered with the internal team to align on resolution workflows and escalation paths, reducing time between customer issue and resolution from days to hours by the final month of the engagement.
- Onboarded and trained the support team to full independent operation and delivered complete process documentation, protecting customer relationships through the transition and removing dependency on external support post-handover.

Central Bank of Nigeria — 11 Years 9 Months

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

Owned service delivery, escalations, and institutional relationships across one of Nigeria's most complex financial service environments, the direct enterprise Customer Success parallel in this career

- Owned a portfolio of 106 institutional accounts across 16 commercial banks and 90 government agencies, segmenting by risk level, transaction volume, and escalation history to prioritize proactive intervention where service failure carried the highest institutional and regulatory impact.
- Detected service risk early and owned escalations end-to-end, aligning internal teams on root cause, communication, and recovery plans, protecting 100% of accounts from relationship or compliance failure across the full tenure.
- Expanded stakeholder relationships from operational contacts to senior managers, compliance officers, and executives, improving visibility into account priorities and reducing the risk of silent escalation.
- Guided institutional clients through onboarding and adoption of digital clearing and payment platforms, applying a time-to-value approach that brought each account to independent, compliant operation.

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

Led a three-person team across high-stakes payment workflows and senior stakeholder relationships

- Diagnosed operational bottlenecks and redesigned workflows to drive a 30% improvement in task completion, the same root-cause diagnostic a CSM applies when adoption metrics decline without an obvious cause.
- Partnered with senior leadership and cross-functional teams to translate recurring operational friction into business recommendations, influencing process improvements aligned to institutional performance goals.
- Managed end-to-end payment and invoicing operations via Oracle ERP with full regulatory compliance, sustaining a zero-error standard for high-value financial transactions.

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

- Delivered first-line technical support to 80+ internal customers, resolving 50+ tickets weekly with zero backlog and consistent resolution quality.
- Onboarded staff onto Google Workspace, Microsoft 365, and Zoom from initial setup through confirmed independent usage, the same adoption methodology CSMs apply to enterprise product onboarding.

- Diagnosed recurring technical friction points and partnered with department leads to escalate systemic issues, reducing repeat tickets and improving the internal service experience over time.

Administrative Support Assistant | Client Support & Operations Apr 2013 – Jan 2019

- Served as first point of contact for internal stakeholders across a large multi-department institution, resolving requests accurately and routing escalations without delay.
- Managed executive scheduling, correspondence, and calendar coordination for senior leadership with zero scheduling conflicts across five years of continuous operation.

EDUCATION

M.Sc., Business Administration and Management	May 2023 – Apr 2025
<i>National Open University of Nigeria</i>	

B.Sc., Accounting	2015 – 2019
<i>National Open University of Nigeria</i>	

CERTIFICATIONS & HONORS

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| <ul style="list-style-type: none">• Certified Customer Success Specialist (CCSS)• Customer Success Fundamentals• Technical Support Fundamentals• In-demand Tech Skills• Workplace Fundamental Skills | <ul style="list-style-type: none">• 10 Years Meritorious Award — Central Bank of Nigeria• Membership Award — Central Bank of Nigeria |
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