

ESTHER UMOH

Remote | Available for U.S. & Global Time Zones
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PROFESSIONAL SUMMARY

Customer Success Manager with 3+ years of experience driving client satisfaction, retention, and product adoption across global e-commerce and technology platforms.

Proven ability to manage high-volume client portfolios, act as a trusted escalation point, and collaborate cross-functionally to deliver measurable outcomes. Google-certified Project Manager skilled in stakeholder management, performance tracking, and translating customer insights into scalable strategies.

CORE SKILLS

- Client Success & Retention Strategy
- Account Management & Escalation Handling
- Stakeholder Engagement & Cross-functional Collaboration
- Customer Onboarding & Adoption Optimization
- Business Reviews, KPI Tracking & Reporting
- Risk Identification & Mitigation
- Process Improvement & Change Management
- Voice of Customer & Product Feedback
- Workflow Automation & Operational Efficiency
- Tools: Zendesk, Jira, Asana, Make.com, Omnisend, CRM Systems, Google Workspace, Slack

PROFESSIONAL EXPERIENCE

Customer Success & Support Operations Associate | Noblechi E-Commerce Venture (Remote) | 2023 – Present

- Managed end-to-end success for 1,000+ global customers, maintaining 98% CSAT through proactive engagement and resolution.
- Served as primary escalation point; reduced repeat escalations by 25% via root cause analysis and cross-team collaboration.
- Partnered with Product and Engineering to resolve systemic issues, improving platform reliability and user experience.
- Analyzed customer data to drive targeted engagement strategies, improving retention and lifecycle performance.
- Automated workflows using Make.com, increasing efficiency and reducing manual operations.
- Built knowledge base resources, reducing repetitive inquiries by 30% and improving response consistency.

Customer Success & Project Coordinator | Teqbox Property Ltd (Remote) | 2024 – 2025

- Managed onboarding and success for 50+ mid-market clients, ensuring strong adoption and smooth implementation.

- Led structured client check-ins and performance tracking, reducing onboarding escalations by 30%.
- Coordinated cross-functional teams to improve project delivery timelines by 25%.
- Developed SOPs that reduced service errors by 40% and improved operational consistency.
- Prepared KPI reports and dashboards to support leadership decision-making.
- Aligned client needs with business goals, contributing to improved retention and service delivery.

Frontend Engineer (Customer Support Collaboration) | Flickwheel Automobile | 2023

- Translated complex technical issues into clear solutions, improving customer understanding.
- Identified recurring issues and partnered with engineering to improve platform stability.

Frontend Developer (Product Support Collaboration) | Hotels.ng | 2022

- Resolved onboarding and usability issues, improving adoption and reducing user drop-off.
- Captured customer feedback to strengthen product improvement cycles.

Customer Experience Lead | Uwana Collections | 2021 - 2022

- Managed full customer lifecycle and communication strategy to improve satisfaction.
- Analyzed customer behavior to optimize offerings and increase repeat purchases.

EDUCATION & CERTIFICATIONS

- Google Project Management Professional Certificate — 2025
- Asana Workflow Specialist — 2025
- Artificial Intelligence Essentials — ALX Africa, 2024
- Full-Stack Development — Zero to Mastery, 2022
- B.Sc. Human Nutrition & Dietetics — University of Ibadan