

Isadora Ozoemene

Designing Clarity. Leading with Intention.

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400K+ USERS SUPPORTED	8+ YEARS EXPERIENCE	35% CAPACITY LIFT	80% MTTR REDUCTION
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Professional Summary

Operations and Customer Experience Leader with over 8 years of progressive experience designing scalable operational systems, optimizing service delivery, and leading cross-functional initiatives across Banking, Fintech, and Digital Gaming environments. Proven track record of building customer operations from the ground up, establishing governance frameworks, and developing customer-centric strategies that support business growth and long-term retention. Scaled customer support infrastructure from inception to 400,000+ registered users while reducing mean time to resolution (MTTR) by 80% and lifting ticket resolution capacity by 35% with no new headcount.

Core Competencies

Operations & Process Improvement Operational Strategy · SOP Development · Operational Governance · Workflow Design · Knowledge Management · Change Management · Process Documentation	Project & Program Management Agile/Scrum · Jira · Gantt Planning · Stakeholder Management · Sprint Coordination · Risk Identification
Customer Experience & Success CX Strategy · Customer Retention · Journey Mapping · Omnichannel Support · Escalation Management · Lifecycle Management	Leadership & Data People Leadership · Coaching · KPI Development · Power BI (Interpretation) · Zendesk · Freshdesk · Zoho Desk

Professional Experience

Customer Success & CX Manager

Systems & Gaming Network Nigeria Limited (operators of National Lottery Nigeria) · Mar 2025 – Aug 2026

- Designed and implemented a centralized Customer Service Operations Hub — consolidating SOPs, policies, workflows, dashboards, and trackers into a single knowledge repository.
- Launched a structured SMS engagement strategy and proactive retention calls, reactivating ~15% of inactive customers across a multi-channel funnel.
- Mapped the full USSD customer flow, traced recurring requests to friction points, and fed insights directly to Product and Operations.
- Partnered with Finance and leadership to establish standardized Call Performance Metrics and a weighted KPI framework.
- Built a monthly reporting structure and a customer-acquisition-source survey for leadership visibility.
- Designed a structured Escalation Management Framework with clear ownership, response timelines, and decision pathways.
- Led development of standardized Customer Refund Guidelines and an Onboarding SOP.
- Applied Agile/Jira to coordinate departmental initiatives; leveraged Power BI dashboards to identify service gaps.

Customer Service Team Lead

Systems & Gaming Network Nigeria Limited (operators of National Lottery Nigeria) · Dec 2022 – Feb 2025

- Built the Customer Service Department from inception, scaling to 360,000+ registered users with a team of 13 agents.
- Designed comprehensive SOPs, escalation frameworks, and governance policies improving consistency and compliance.
- Implemented and optimized Freshdesk and Zendesk, automating ticket assignment so all 13 agents had clear ownership.
- Redesigned work allocation through logic-based task distribution, increasing resolution capacity by 35%.
- Established departmental KPIs, coaching frameworks, and performance management systems.

Customer Service Specialist

United Bank for Africa (UBA) · Apr 2021 – Dec 2022

- Managed high-value corporate client relationships, ensuring seamless onboarding and digital adoption.
- Coordinated complex account setup under AML/KYC compliance and internal governance requirements.
- Resolved chargebacks and payment disputes within a regulated banking environment.
- Designed proactive engagement strategies that strengthened client retention and digital banking adoption.

Operations Team Member

United Bank for Africa (UBA) · Dec 2019 – Mar 2021

- Processed high-volume financial transactions with precision while maintaining regulatory compliance.
- Identified workflow inefficiencies and contributed to process improvements enhancing accuracy and communication.

Customer Success & Retention Associate

Lilburn · Jan 2019 – Oct 2019

- Managed a portfolio of 500+ customers, using proactive engagement to improve retention and lifetime value.
- Used Zoho Desk to analyze customer behavior and execute data-driven retention initiatives.

Self-Directed Professional Development

Self-study via Alison and YouTube · May 2018 – Dec 2018

- Taught myself technical skills for corporate work in preparation for joining Lilburn in January 2019.

National Youth Service Corps (NYSC)

Community Comprehensive Secondary School, Rumuokwursi, Port Harcourt · May 2017 – Apr 2018

- Served as Personal Assistant to the Head of Administration, managing schedules, records, and correspondence.

Customer Service & Franchise Operations

3C Hub · Jan 2016 – Feb 2017

- Delivered front-line technical support and customer service, resolving hardware and software issues.
- Selected to support the operational setup and launch of the organization's flagship franchise location.

Selected Career Achievements

- Scaled a customer operations function from inception to 400,000+ registered users.
- Reduced MTTR by 80% (15–24 hrs → ~4 hrs/ticket) via a centralized system, standardized escalation, and a KPI framework.
- Lifted ticket resolution capacity by 35% with no new headcount.
- Diagnosed USSD customer-journey friction, improving five friction points by at least 35%.
- Sustained 85% CSAT with sub-2-minute response times while a 13-agent team handled ~500–520 tickets/day.

Recommendations & Referees

Ibrahim Musa, Human Resource Manager, United Bank for Africa — commended her professionalism, analytical ability, and service orientation in a regulated financial services environment.

Layi Onafowokan, Managing Director, Systems & Gaming Network Nigeria Limited (operators of National Lottery Nigeria) — available as a referee.

Education & Certifications

Higher National Diploma (HND), Biochemistry — Our Saviour Institute of Science, Agriculture & Technology, 2016

Google Project Management Professional Certificate · Project Management (2026), Tech Crush / ACTD (USA) · Diploma in Human Resource Management, Alison · Leadership & Management Skills, Alison · Managing Groups & Individuals, Alison · Decision Making, Problem Solving & Time Management, Alison · Building Customer Relationships in Management, Alison · Customer Relationship Management in Business Services, Alison