

EBIKERE SONIA NGWOBI

Customer Success Associate | Onboarding Specialist

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PROFESSIONAL SUMMARY

Customer Success professional with a track record of owning the full customer lifecycle in B2B SaaS environments; onboarding, product training, health monitoring, retention, and expansion. Skilled at building customer success plans, identifying at-risk accounts before they churn, and translating customer feedback into product and process improvements. Complements this with 17 years of teaching experience as a volunteer community educator (Oct 2009–Present), delivering general religious studies and moral education; bringing strong instructional, coaching, and communication skills well suited to customer education and training-heavy environments such as healthcare-technology / practice-management software..

CORE SKILLS

- **Customer Onboarding & Implementation:** Leading new-customer setup and training so customers reach value quickly
- **Customer Health & Retention:** Monitoring adoption and engagement signals, flagging churn risk, and running proactive save strategies
- **Customer Success Planning & Business Reviews:** Aligning success plans to customer goals; running regular check-ins
- **Account Expansion:** Spotting upsell/cross-sell opportunities from usage and relationship data
- **CRM & Success Platforms:** HubSpot, Pipedrive, Zendesk, Freshdesk, Jira Service Desk, Make, Zapier, Notion, Gainsight, ChurnZero
- **Data-Driven Reporting:** SLA management, adoption/retention/renewal KPIs, and CSAT reporting to guide leadership decisions
- **Cross-Functional Collaboration:** Partnering with Sales, Product, and Support for a consistent customer experience
- **Communication:** Excellent written and verbal English; skilled at explaining complex software in simple, practical terms

PROFESSIONAL EXPERIENCE

Customer Success & Support Specialist

Oct 2025 – Present

ESJ Creatives / Remote

- Owned relationships with assigned customers as the primary escalation point, diagnosing root causes and resolving sensitive concerns before they escalated
- Designed a HubSpot CRM lead-qualification and customer workflow that filtered out 40% of unqualified inquiries, freeing the team for higher-value customer conversations and account work
- Built centralized Notion onboarding documentation, SOPs, and customer guides to capture recurring issues and scale support, recovering 8–15 operational hours weekly for leadership
- Tracked customer-success KPIs (response time, resolution rate, CSAT) to monitor account health and identify trends that informed retention strategy
- Proactively followed up post-interaction to confirm resolution, gather feedback, and coordinate account updates supporting long-term retention

Customer Success & Executive Support

Apr 2024 – Aug 2025

Short-term Contract / Remote

- Managed 200+ weekly customer relationships, understanding each customer's underlying goal before proposing a fix, sustaining a 98% resolution rate while cutting response time from 24 hours to under 45 minutes
- Delivered structured KPI reports (FRT, resolution metrics, CSAT) to guide leadership decisions and shape a proactive customer retention strategy
- Served as the primary escalation point for sensitive customer disputes, resolving underlying issues before they escalated further
- Maintained accurate customer data and activity across HubSpot and Pipedrive dashboards to support a consistent customer experience across the lifecycle

KEY PROJECTS & ACHIEVEMENTS

- **Proof-of-Fix Automation (Zendesk + Make), Excelerate Internship (Feb–Mar 2026):** Built an automated workflow that proactively confirms fixes upon ticket closure and routes reopened tickets to senior agents, recovering an estimated 3–4 agent hours per week; awarded Star Performer by Excelerate / Saint Louis University
- **Customer Support Simulation, Bloomberg (via Forage), 2025:** Completed high-pressure financial terminal support scenarios covering login troubleshooting, data inquiry triage, and delivery failure resolution using the Eisenhower Matrix to maximize resolution speed

EDUCATION & CERTIFICATIONS

- Customer Success Advanced Techniques – CustomerSuccessU
- Customer Success | Guided Onboarding & Technical Account Management – Digital Witch Academy
- Zendesk Customer Service Professional Certificate – LinkedIn Learning / Zendesk
- Freshdesk Agent Expert Certification – Freshworks Academy
- Technical Support Fundamentals – Google / Coursera
- Diploma in English Language and Literature – Alison Online Learning