

CECILIA IHRIVBOGBE

Lagos, Nigeria • 234-8164-4947-93 • ceciliaoyindamola@gmail.com

LinkedIn- <https://www.linkedin.com/in/ceciliaihrivbogbe>

SUMMARY

Experienced communications & customer experience manager with a track record of fostering engaging environments, delivering impactful content, and ensuring consistent customer experiences across fintech, health tech, and digital tech sectors. Proficient in team development, team success, and driving impactful success.

WORK EXPERIENCE

Customer Success Manager , Agpaytech, UK

Nov 2022 - Dec 2024

- Achieved a 30% increase in social media followers, elevating count from 6000+ to 18,000+ in 3 months, leading to a 200% uptick in fintech solution sales.
- Formed and led team to implement marketing strategies, ensuring customer engagement across diverse CRM platforms.
- Expanded clientele by 50% through insights from customer journey maps, mitigating complaints, and enhancing service excellence.
- Optimized ad campaigns based on customer complaints, resulting in monthly savings of £1000+.
- Efficiently documented and managed customer tickets for timely resolution and accurate records.

Corporate Comms & Client Experience Manager, TheFastlane & Co

July 2022 - Nov 2022

- Led implementation of innovative digital tech programs, incorporating client feedback for continuous improvement.
- Created and implemented internal educational materials, translating complex customer service protocols into engaging, user-friendly content that resulted in 60% increase in team monthly customer satisfaction ratings.

Communications Officer, Various

Nov 2018 - Sept 2022

- Contributed to a 40% boost in sales through digital and physical marketing of health-tech software/services.
- Developed SEO-optimized content across platforms to enhance brand visibility and drive client engagement.

EDUCATION

Diploma in Customer Experience

2023

Smapply

Bachelor of Science in Pure & Applied Chemistry

2015 - 2019

University of Benin, Nigeria

ADDITIONAL INFORMATION

- **Skills:** Project Management, Critical Thinking, Customer Support, CRM, Storytelling, Empathy.
- **Languages:** English, Spanish.
- **Certifications:** Basics of Experience Management, Customer Service Foundations, Building Rapport with Customers, Google Technical Foundations, B2B Sales Foundations, Content Writing, Leveraging AI for Advanced Content Creation, Selling into Companies.
- **Awards/Activities:** TEDx Organizer, AIESEC LCVP, Forbes BLK Member, UNICEF U- Reporter.