

# Maryann Okimba

## Senior Certified Customer Success Specialist

### SUMMARY

A certified Customer Success Specialist, highly motivated and result oriented with 5+ years of experience providing exceptional customer service. Proven ability to resolve inquiries efficiently, build positive relationships, and exceed customer satisfaction goals. Skilled in troubleshooting, communication, and problem-solving, with a passion for ensuring a positive customer experience. Committed to upholding company values and exceeding performance expectations to foster long-term customer relationships.

### TECHNICAL SKILLS

<b>Main Technical Skills</b>	Client Communication, Customer Service, Data Management, troubleshooting
<b>Soft Skills</b>	troubleshooting

### WORK EXPERIENCE

#### Customer Success Specialist, Maintenance & Security Enhancement

**Duration:** 11/2022 to 01/2024

**Summary:** Participated in proactive maintenance and security management resulting in system performance improvements and a high success rate in mitigating malware and phishing attacks.

**Responsibilities:** Delivered maintenance suggestions, simplified security measures, resolved technical issues, managed cases, and implemented CRM strategies.

**Technologies:** CRM Systems

#### Customer Support Specialist, Customer Experience Enhancement

**Duration:** 01/2020 to 10/2022

**Summary:** Analyzed customer feedback for product improvement and contributed to sales, which increased customer satisfaction and retention.

**Responsibilities:** Analyzed customer feedback, utilized CRM systems for streamlined interactions, conducted client follow-ups, and supported sales efforts.

**Technologies:** CRM Systems

#### Customer Support Representative, Customer Service Optimization

**Duration:** 01/2018 to 12/2019

**Summary:** Efficiently resolved escalated support cases and implemented service improvements that led to reduced complaints and increased team productivity.

**Responsibilities:** Resolved escalated support cases, generated performance reports, processed customer service orders, implemented service improvements and facilitated new hire training.

**Technologies:** CRM Systems, Service Management

## **Media and Communications Intern, Public Relations & Communication**

**Duration:** 03/2016 to 09/2017

**Summary:** Assisted in PR strategies and crisis communication, managing content creation and distribution for increased brand visibility and media coverage.

**Responsibilities:** Produced media impact reports, managed social media content, developed strategic communication plans, conducted media relations, and assisted in crisis communications.

**Technologies:** Social Media Management, Media Relations

## **EDUCATION**

- **Bachelor of Arts (French)**
- **Diploma in Tourism and Hotel Management**
- **Senior Secondary Certificate Examination (SSCE)**  
Holy Child Girls Secondary School, Calabar, Nigeria

## **CERTIFICATION**

- **Certified Customer Success Specialist**
- **Customer Success Strategic Management**
- **Customer Success Career Advancement**
- **Customer Success Fundamentals**
- **Professional Diploma in CRM Platforms Management**
- **IT Support Training (Digital Witch Support Community)**
- **Remote Work Foundations (LinkedIn)**
- **Customer Service: Problem-Solving and Troubleshooting (LinkedIn)**
- **International Model United Nations (IMUN 2020)**  
Specialized on Diplomacy, International Relations and The United Nations
- **Customer Services Relationship Skills (Alison Online Training)**
- **Diploma in Communication Skills (Alison Online Training)**
- **Diploma in Journalism (Alison Online Training)**

