Ginika Okonkwo

CUSTOMER EXPERIENCE PROFESSIONAL · TRAINER & OPERATIONS

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Customer Experience professional with 2+ years of progressive remote experience, growing from frontline support agent to Customer Experience Trainer within 18 months. Consistent track record of 95-99% CSAT and quality scores across high-volume, multichannel environments. Skilled at both delivering exceptional support and improving the systems behind it: identifying recurring issues, coaching teams, and translating customer insights into measurable process improvements. Currently expanding into Operations Management (Lean fundamentals) and AI-assisted support workflows. C1 English proficiency. Legally authorized to work in Nigeria with PST time zone overlap experience.

PROFESSIONAL EXPERIENCE

Customer Experience Trainer
Oct 2025 – Present

Hugo Technologies · Remote (PST time zone overlap)

- Design and deliver structured coaching and training for a team of 10 CX specialists, improving response accuracy, tone consistency, and quality scores team-wide.
- Serve as primary escalation point for 50+ complex cases monthly, maintaining a 97% CSAT score while ensuring clean documentation, correct routing, and full resolution follow-through.
- Identify recurring customer pain points through daily interaction analysis and share structured insights with internal teams, driving root-cause process improvements.
- Maintain proactive communication with customers throughout complex resolution lifecycles, providing clear status updates and managing expectations accurately.

Customer Experience Specialist
Mar 2025 – Oct 2025

Hugo Technologies · Remote (PST time zone overlap)

- Resolved 30-40 escalated tickets daily end-to-end across email and live chat, maintaining a 95% CSAT and 99% quality score.
- Surfaced patterns in customer complaints and delivered structured feedback to internal teams, contributing to a 10-15% reduction in overall ticket volume.
- Explained complex product features and account-related issues clearly to non-technical customers across multiple channels.

Customer Experience Agent
Sep 2024 – Mar 2025

Hugo Technologies · Remote (PST time zone overlap)

- Managed 25-36 customer tickets daily across email and live chat, maintaining a 95% CSAT and 98% QA score while meeting all SLA targets.
- Supported customer onboarding and product guidance, contributing to a 15% improvement in first-contact resolution.
- Maintained 100% documentation compliance across all ticket records in Intercom CRM.

Product Owner Intern
Apr 2023 – Jul 2023

Africa Agility · Remote

- Developed product vision and roadmap in collaboration with developers using Scrum methodology.
- Gathered, documented, and prioritised product requirements and user stories based on customer values and stakeholder feedback.
- Facilitated Scrum events and maintained clear communication between development team and stakeholders throughout the product lifecycle.

SKILLS

CUSTOMER EXPERIENCE	Multichannel support (email, chat, WhatsApp), escalation handling, issue ownership, onboarding, empathetic communication, SLA adherence
TRAINING & OPERATIONS	Team coaching, quality assurance, feedback analysis, process improvement, root-cause analysis, documentation

PRODUCT & PROJECT	Requirements gathering, user story writing, Agile/Scrum methodology, stakeholder communication
TOOLS	Intercom, Zendesk, Jira, ClickUp, Asana, Notion, Slack, Trello, Google Workspace, Excel, Microsoft Office Suite

CERTIFICATIONS & LEARNING

- Operations Management, Lean Fundamentals, Great Learning — In Progress (2026)
- Customer Success Fundamentals — 2025
- C1 English Proficiency, British Council — 2023
- Data Analyst Track, Quantum Analytics — 2025
- Scrum Foundations & Scrum Master, Scrum Ambassador — 2022
- Product Management, Africa Agility — 2022
- ALX Virtual Assistant (Honours) — 2022

EDUCATION

Bachelor's Degree in Sociology — University of Port Harcourt, 2020