

Kelvin Udufo

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 [[LinkedIn Profile](#)] |  Lagos, Nigeria

Professional Summary

Strategic and empathetic Customer Success professional with 5+ years of experience driving client satisfaction, engagement, and growth across diverse industries. Proven ability to onboard and support clients, segment business needs, identify upsell opportunities, and act as a trusted advisor. Strong communicator with a business-savvy mindset, known for balancing big-picture thinking with hands-on execution. Passionate about helping clients achieve their goals through personalized, scalable solutions.

Key Skills & Competencies

- **Client Onboarding & Retention:** Smoothly transition new clients from initial contact through successful engagement, ensuring clarity and satisfaction from day one.
- **Client Segmentation:** Adept at identifying business needs and tailoring services accordingly for targeted growth strategies.
- **Upsell Strategy & Opportunity Mapping:** Skilled at spotting growth opportunities within client accounts and positioning additional services that align with their scaling goals.
- **High-Level Business Communication:** Comfortable discussing business operations, goals, and staffing solutions with decision-makers.
- **Client Relationship Management:** Regular check-ins, proactive communication, and resolution of administrative or operational issues.
- **CRM & Workflow Tools:** Experienced with HubSpot, Salesforce, Slack, Trello, and other CRM/project management platforms.
- **Proactive Problem Solving:** Organized, agile, and able to resolve client challenges efficiently while following internal SOPs.
- **Customer-First Mindset:** Prioritizes long-term trust and growth in every client interaction.

Professional Experience

Customer Success

Teleperformance – Lagos, Nigeria | Remote

Jan 2023 – Present

- Led onboarding efforts for new clients, ensuring smooth handoffs, complete understanding of services, and early engagement.
- Acted as a strategic partner to clients by identifying service gaps and recommending additional solutions.
- Conducted regular follow-ups and check-ins to maintain strong relationships and address needs such as time-off requests or resource gaps.
- Maintained CRM updates and internal workflows using HubSpot and project management tools, ensuring SOPs were followed accurately.
- Participated in ad-hoc client meetings, quickly adapting to provide relevant support and solutions.

Customer Support Specialist

Globacom – Lagos, Nigeria

Jan 2019 – Dec 2022

- Supported clients through consultative conversations, aligning service offerings with their business needs and pain points.
 - Assisted in account management and internal client segmentation, helping tailor approaches based on customer type and behavior.
 - Developed onboarding and training materials that emphasized relationship-building and trust, used across support teams.
 - Collaborated with cross-functional teams to propose upsell ideas and optimize client experience workflows.
 - Played a key role in supporting newly onboarded clients and tracking follow-up actions through CRM systems.
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Education

BSc in Social Work

University of Benin, Nigeria | 2011 – 2015

Certifications & Training

- ALX Virtual Assistant Certification
 - Google IT Support – Technical Support Fundamentals
 - Crisis Communication & Customer Sensitivity Training
 - CRM & Client Engagement Certification (Globacom)
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Projects & Achievements

- Improved upsell success rate through proactive client engagement, contributing to a 20% increase in service expansion.
 - Created client feedback loops to track satisfaction and align service delivery with business outcomes.
 - Successfully handled 500+ monthly interactions with a focus on clarity, strategic follow-ups, and consultative service delivery.
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Tools & Technologies

- **CRM Platforms:** HubSpot, Salesforce, Zendesk
- **Communication & Workflow Tools:** Trello, Slack, Zoom, Microsoft Teams
- **Documentation & Collaboration:** Microsoft Office Suite, Google Workspace