SAMUEL BEN

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PROFESSIONAL SUMMARY

Dynamic, results-driven professional with over 6 years of success in customer service, compliance, digital operations, and data analysis across fintech, gaming, and telecom sectors. Expert at boosting team performance, improving KPIs, and delivering 5-star customer experiences. Experienced in customer success driver/client engagement, retention, portfolio performance monitoring. and support with proven ability to lead high-performing teams, streamline workflows, leverage analytics for business growth, and ensure regulatory compliance (KYC/AML).

CORE COMPETENCIES

• Leadership & Staff Development | KPI Monitoring | Process Improvement | Cross-functional Collaboration
• Customer Service Management | Quality Assurance & Compliance (KYC/AML) | Conflict Resolution
• Data Analytics & Visualization | SQL, Excel, Power BI, Python, HTML & CSS, CRM Proficiency.

PROFESSIONAL EXPERIENCE

BPO Operations Expert Advisor
Kaizen Gaming Limited – Lagos, Nigeria | November 2023 – Present
• Manage BPO vendor performance across multiple regions, ensuring SLA, quality, and compliance adherence.
• Lead vendor calibration sessions, driving consistent service delivery.
• Ensured compliance with organizational rules and processes.
• Develop and maintain a centralized knowledge base (FAQs, SOPs) for faster query resolution.
• Support agent training programs to boost efficiency and reduce errors.
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• Implemented data-driven tracking of KPIs, identifying and addressing performance gaps..

Data Analyst - Consultant
Nebiant Analytics – Lagos, Nigeria | August 2024 – Present
• Collected, cleaned, and analyzed large datasets to identify business trends and opportunities.
• Developed interactive dashboards and reports using Excel, Power BI, and SQL for management decision-making.
• Collaborated with cross-functional teams to optimize marketing campaigns based on data insights, improving ROI by 15%.

Senior Customer Service Associate (KYC / Chat Moderator)
Sporty Internet Group – Lagos, Nigeria | May 2022 – November 2023
• Managed high-volume customer interactions across social media, live chat, email, and phone.
• Verified customer identities and transactions under strict AML/KYC regulations.

• Mentored junior associates on compliance standards and professional communication.

Customer Fulfillment Agent
United Bank for Africa – Lagos, Nigeria | November 2021 – April 2022
• Delivered empathetic and timely support for banking customers.
• Managed service requests in CRM, ensuring 100% follow-through with back-office teams.
• Improved retention by 40%, resolved over 90 daily tickets, managed portfolio of users.
• Conducted account and transaction verification to maintain trust and security.

Procedures & Customer Retention Executive
MultiChoice Nigeria – Lagos, Nigeria | Dec 2018 – October 2021
• Boosted customer loyalty through targeted engagement initiatives.
• Built Excel-based performance reports to monitor retention, churn, and satisfaction metrics.
• Resolved escalated cases, reducing churn and increasing satisfaction.
• Delivered CRM and communication protocol training to new hires.
• Churn reduction, retention, ticket resolution, survey insights, accountability, mobility solutions.
• Analyzed feedback trends, recommending process improvements to management.

EDUCATION & CERTIFICATIONS

• B.A. Philosophy, University of Lagos – 2018
• Strategic Marketing & Customer Service Delivery – MultiChoice Academy, 2021
• Customer and Team Management – Coursera, 2022
• Website Design (HTML & CSS) – freeCodeCamp, 2022
• Basic/Intermediate SQL & Python Language – freeCodeCamp, 2023
• Organizational Leadership – Udemy, 2022
• Digital Marketing Analytics – Coursera, 2023
• supply chain/logistics - Coursera, LinkedIn Learning, 2023
• Leadership Development – Coursera, 2024

REFEREES

Available on request.