

# 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).

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## 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.

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## PROFESSIONAL EXPERIENCE

### BPO Operations Expert Advisor

**Kaizen Gaming Limited – Lagos, Nigeria | Mar 2025 – Present**

- Manage 20+ BPO vendor performance across multiple regions, ensuring SLA, quality, and compliance adherence.
- Created pivot tables and automated reports to track order processing time, accuracy, and complaint resolution metrics
- 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.

### Team Lead – Customer Service / Success

**Kaizen Gaming Limited – Lagos, Nigeria | Nov 2023 – Mar 2025**

- Led a 10+ member service team, delivering 20% faster response times and improved CSAT scores.
- Implemented data-driven tracking of KPIs, identifying and addressing performance gaps.
- Facilitated cross-training initiatives, improving team adaptability and knowledge sharing.
- Focused on retention, engagement, and satisfaction, and innovation.
- Drove a collaborative culture that encouraged ownership and innovation.

### Junior Data Analyst

**Tech Solutions Ltd – Lagos, Nigeria | August 2023 – Oct 2023**

- 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 – July 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.

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## **EDUCATION & CERTIFICATIONS**

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- 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.