

# CHUKWUDALU EGEMONYE

CS Operations Lead · Team Leadership · SaaS

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## PROFESSIONAL SUMMARY

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CS Operations Lead managing end-to-end outsourced customer experience for a global ride-hailing platform across 45+ countries. Accountable for operational systems design, SLA governance, team development, and C-suite reporting for teams of 15–42 specialists. Delivered a 32% AHT reduction, 18% repeat contact reduction, and 14% SLA compliance improvement through friction analysis, coaching redesign, and workflow automation. Proven cross-functional influencer; translating customer conversation patterns into Product, QA, and Executive decisions.

## CORE COMPETENCIES

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- SLA & OKR Management
- Escalation Protocol Architecture
- Friction Analysis & Root Cause Diagnosis
- Two-Sided Marketplace CX
- Cross-functional Influence (Product, QA, C-Suite)
- Executive Reporting & EBRs
- Team Leadership & Coaching (15–42 specialists)
- Workflow Automation (Google Apps Script, n8n)
- Knowledge Systems & Self-Service Design
- High-Stakes Onboarding Design
- Voice of Customer Advocacy
- EMEA & APAC Operations

**Tools:** Zendesk · Salesforce · HubSpot · Jira · Power BI · Google Apps Script · Asana · Notion · Slack · Stripe · SQL · Go High Level

## EXPERIENCE

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### CS Team Lead — Customer Experience Operations | Teleperformance

Mar 2025 – Present

*Outsourced CS operations · Global ride-hailing platform · 45+ countries*

Led end-to-end CS operations for one of the most complex two-sided marketplace environments in SaaS: managing riders and drivers simultaneously, each with distinct personas, emotional profiles, and churn triggers across 45+ countries.

- Delivered 32% AHT reduction & 15% FCR gain by redesigning coaching around decision confidence rather than speed; agents were hesitating, not slow. QA scores improved 7% MoM in the same period
- Reduced repeat contacts by 18% by tracing three systemic friction points through conversation pattern analysis; partnered with Product to ship workflow redesigns within 60 days
- Improved SLA compliance by 14% by designing escalation protocols ensuring critical-tier contacts resolved within committed windows 94% of the time, up from 82%
- Automated 6+ hours/week of manual overhead by building a Google Apps Script suite covering attendance tracking, volume-spike alerting, and leadership reporting
- Prepared and presented EBRs to C-suite and client leadership, synthesising OKR performance, SLA trends, and CSAT data into strategic recommendations
- Maintained weekly operational dashboards providing senior leadership with volume trends, SLA compliance, and efficiency metrics informing resource planning
- Led emerging market expansion as primary POC, ensuring operational readiness, localising process documentation, and adapting workflows for regional compliance
- Managed high-stakes escalations involving enterprise accounts, regulatory concerns, and product limitation negotiations; 90%+ resolution rate preserving customer trust
- Created career development pathways enabling multiple specialists to advance into senior roles

## Customer Support Specialist | Teleperformance

Nov 2023 – Mar 2025

*Outsourced CS · Global ride-hailing platform*

- Achieved 100% customer education quality scores by translating complex platform features into language customers could act on immediately
- Contributed to 20% CSAT increase within 6 months through systematic conversation pattern analysis; presented findings to cross-functional teams for team-wide adoption
- Leveraged Zendesk, Jira, and Power BI to track adoption trends, customer feedback, and service quality metrics, surfacing insights that informed product improvements
- Served as Voice of Customer in cross-functional meetings, bringing conversation-level evidence to influence product and process decisions
- Partnered with CS Managers to identify adoption blockers; findings informed platform improvements and reduced post-launch support burden

## Operations Generalist | Liseen Productions

Sept 2021 – Nov 2023

*Lagos, Nigeria*

- Reduced client time-to-value by 30% by redesigning onboarding through systematic friction point analysis
- Documented SOPs and process runbooks for cross-team handovers, ensuring consistent delivery standards as the organisation scaled
- Managed stakeholder communications across operations and production teams

## EDUCATION

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### B.Sc. Geology | University of Lagos

Research methodology, pattern recognition, and data analysis. Core principle applied to every CS framework since: surface events are symptoms, not causes.

## CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

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### Active / Completed

Forward Program — McKinsey & Company	Nov 2023
SQL Associate — DataCamp	Aug 2024
Data Analyst in Power BI — DataCamp	Jun 2023
Data Analyst Associate — DataCamp	Apr 2024
Asana Workflow Specialist Certificate	Mar 2025
Asana Foundations Skill Badge	Mar 2025
Customer Success Master Class — CustomerSuccessU	Sep 2024
Certified Service Manager Fundamentals — CustomerSuccessU	Sep 2024

### In Progress

- Salesforce Administrator — Trailhead (commenced 2025)
- AI for Customer Experience — Coursera