CHUKWUDALU EGEMONYE

CX Operations Leader | Customer Service & Experience Leadership | SaaS

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PROFESSIONAL SUMMARY

CX & Customer Service Operations Leader with end-to-end ownership of outsourced customer experience for a global ride-hailing platform. Leads SLA governance, escalation protocol design, and team development for teams of 15–42 specialists, translating ticket-level insight into product, trust & safety, and pricing decisions. Delivered a 32% AHT reduction, 18% repeat-contact reduction, and 14% SLA compliance improvement, alongside cross-functional initiatives that strengthened in-app trust, resolved payment disputes, and supported market expansion. Proven cross-functional influencer across Product, QA, client leadership, and the C-suite.

EXPERIENCE

CX Operations Lead — Global Ride-Hailing Platform | Teleperformance Mar 2025 – Jun 2026

Outsourced CS Operations · Global Ride-Hailing Platform

Led end-to-end CS operations for a two-sided global ride-hailing platform, managing rider and driver support complexity, escalation handling, and service consistency at scale.

- Reduced AHT by 32% and improved FCR by 15% by redesigning coaching around decision confidence; QA scores also improved 7% MoM during the same period.
- Reduced repeat contacts by 18% by identifying three systemic friction points from conversation patterns and partnering with Product to ship workflow redesigns within 60 days.
- Improved SLA compliance by 14% by designing escalation protocols that resolved critical-tier contacts within committed windows 94% of the time, up from 82%.
- Led customer insight strategy for expansion markets in partnership with client representatives, surfacing systemic ticket-level patterns in weekly syncs that shaped initiatives improving app usage traction and resolving rider and business payment disputes
- Cut incident investigation handling time by 45% (avg of 33+ minutes to avg of 18 minutes) and informing Product's pricing model decisions.
- Led emerging market expansion as primary POC, ensuring operational readiness, localising process documentation, and adapting workflows for regional compliance.
- Automated 6+ hours per week of manual overhead by building a Google Apps Script suite for attendance tracking, volume-spike alerting, and leadership reporting.
- Prepared and delivered EBRs to C-suite and client leadership, turning 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.
- Managed high-stakes escalations involving enterprise accounts, regulatory concerns, and product limitation negotiations, achieving a 90%+ resolution rate while preserving customer trust.
- Created career development pathways that enabled multiple specialists to move 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 immediately actionable customer language.
- Contributed to a 20% CSAT increase within 6 months by analysing conversation patterns and presenting findings to cross-functional teams for adoption.
- Used Zendesk, Jira, and Power BI to track adoption trends, customer feedback, and service quality metrics 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.

CORE COMPETENCIES

Customer Experience & Service Leadership: Escalation Protocol Architecture, SLA & OKR Management, Customer Education & Voice of Customer Advocacy, High-Stakes Onboarding Design

Operations & Team Leadership: Team Leadership & Coaching (15–42 specialists), Two-Sided Marketplace CX Operations, EMEA & APAC Operations, Cross-Functional Influence (Product, QA, C-Suite)

Analytics & Insight: Friction Analysis & Root Cause Diagnosis, Executive Reporting & EBRs, Knowledge Systems & Self-Service Design, Workflow Automation

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

EDUCATION

B.Sc. Geology | University of Lagos

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

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Customer Success & Service: Certified Service Manager Fundamentals — CustomerSuccessU; Customer Success Master Class — CustomerSuccessU

Systems & Workflow: Asana Workflow Specialist Certificate; Asana Foundations Skill Badge

Analytics: SQL Associate — DataCamp; Data Analyst Associate — DataCamp; Data Analyst in Power BI — DataCamp

Leadership: Forward Program — McKinsey & Company

In Progress: Salesforce Administrator — Trailhead; AI for Customer Experience — Coursera