

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

Senior Team Lead – Operations (Customer Service / Success)

Outcess Solutions Nigeria Limited (M-KOPA) – Lagos, Nigeria | October 2025 – Present

- Supervise and support a team of 40 operations staff to meet daily objectives and KPIs.
- Allocate tasks and manage scheduling to ensure adequate coverage and workload balance.
- Develop, implement, and enforce standard operating procedures (SOPs).
- Ensure compliance with company policies, safety standards, and regulatory requirements.
- Monitor workflow and identify areas for improvement in efficiency and productivity.
- Collaborate cross-functionally with other departments (e.g., logistics, IT, finance, Human Resource).

BPO Operations Expert Advisor

Kaizen Gaming Limited – Lagos, Nigeria | November 2023 – August 2025

- Manage BPO vendor performance across multiple regions, ensuring SLA, quality, and compliance adherence.
- Lead vendor calibration sessions, driving consistent service delivery.
- Support agent training programs to boost efficiency and reduce errors.
- Develop and maintain a centralized knowledge base (FAQs, SOPs) for faster query resolution.
- 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.