

Jamiu Abubakar

Gwarinpa Estate Abuja, Nigeria • +2348168369308 • jamoojazzy@gmail.com •
linkedin.com/in/jamiu-abubakar-09499113a

Customer Success Coordinator (Senior)

Customer-centric professional with over 9 years of experience in Customer Success, Customer Supports and Sales. With a passion for driving success and satisfaction. A proven track record in building and nurturing client relationships, identifying opportunities for growth, and implementing effective solutions, resulting in a 28% decrease in user complaints about connectivity issues, strong communication and interpersonal skills, dedicated to ensuring customer needs are met and exceeded. Adept at collaborating cross-functionally to deliver exceptional results in a dynamic environment

WORK EXPERIENCE

Customer Success Coordinator (Senior) • United Kingdom • Remote • Full-time

Elephant Healthcare • February 2022 - December 2023

- Generated 41% growth in revenue through successful upselling of Patient's E-Health smart card to patients in 300+ facilities across Nigeria, Kenya, and Ghana.
- Implemented new Profile set up system for Champions and users with Engineering Team, resulting in 65% reduction in errors and improved user experience
- Consistently met and exceeded customer retention goals, reducing the Churn rate in my Portfolio from 43% to 4% in just 6 months, resulting in a significant increase in customer loyalty and revenue.
- Conducted thorough needs assessment in 115 facilities across 5 Nigerian states (Kaduna, Lagos, Anambra, Abuja and Niger) and identified those health facilities that met up with the launching criteria. This includes Internet connectivity assessment.
- After carefully reviewed my customer's feedback, I collaborated with the Products and Engineering Team to implement Offline Registration and Consultation, resulting in a 28% decrease in user complaints about connectivity issues, especially those in a remote location.
- Collaborated with the Business Development Team for Stakeholders engagement and Community Sensitization at all levels, meeting with various people in government, the State Governors, Ministry of Health and other key players in the sector. I also supported them, discussing partnership with some non-profit-making organizations like Bill & Melinda Gate Foundation, USAID, CHAI, New Incentives Foundation and so on.
- Successfully trained 1000+ healthcare professionals in Nigeria, Kenya, Ghana and Pakistan on Os, resulting in increased efficiency and reduced errors in patient care.
- Successfully onboard 1000+ users across 300 Clinics in Nigeria, Ghana, Kenya, and Pakistan, on the Os.
- My exceptional aftercare and technical support services resulted in a 43% increase in the adoption rate for health facilities, resulting in improved overall operational efficiency and cost savings.

Account Relationship Manager • Nigeria • On-site

Union Bank of Nigeria • February 2020 - February 2022

- Account Management, Relationship Management, Market Survey and identify opportunities for expansion
- I Exceeded my annual sales target by over 150% when I mobilized deposits of about #800million out of the branch annual sales target of #1billion. That's about 80% of the branch's annual target. The performance that earned me the Award of the Best Sales Staff for the year 2020.

Sales & Service Associate (SSA) • Kano, Nigeria

Union Bank of Nigeria • February 2020 - November 2021

- Account Management, Relationship Management, Market Survey and identify opportunities for expansion

Business Development (Team Lead) • Nigeria

First City Monument Bank Limited • September 2019 - February 2020

- Train and Supervised the Business Development Executive team to develop and implement a new sales strategy, resulting in a 30% increase in client retention.

EDUCATION

Professional Diploma in Data Analytics

Baze University Abuja • Nigeria • April 2024 - Present

Masters in Business Administration in Finance and Investment

Ahmadu Bello University • Nigeria • November 2023 - Present

In View

Bachelor in Adult Education/Economics

BAYERO UNIVERSITY KANO • Kano State, Nigeria • GPA: Upper Second Class honours • October 2012 - January 2017

Diploma Certificate in Computer and Data Processing

SA'A Computer Institute • January 2011 - December 2012

West Africa Examination Council (WAEC) in Commercial

Nawair-ud-deen Model College • Kaduna, Nigeria • GPA: Distinction • April 2008 - August 2010

In the year 2010, I sat for The West Africa Examination Council (WAEC) and Passed all the 9 Subjects I sat for in my first attempt.

9/9 Credits.

CERTIFICATIONS

Account Management: Maintaining Relationships • October 2022 - December 2022

LinkedIn

Creating Positive Conversations with Challenging Customers • September 2022 - November 2022

LinkedIn

Make the Move from Individual Contributor to Manager • September 2022 - November 2022

LinkedIn

Sales: Customer Success • September 2022 - November 2022

LinkedIn

Building Resilience • October 2022 - November 2022

LinkedIn

Enhancing Your Productivity • October 2022 - November 2022

LinkedIn

Listening to Customers • October 2022 - November 2022

LinkedIn

Customer Service Foundations • October 2022 - November 2022

LinkedIn

Jobberman Accelerated Soft Skills Training • May 2022 - July 2022

Jobberman

Leadership Training Certification • July 2015 - July 2016

Students Affairs Department, on Collaboration with the Office of the Vice Chancellor Bayero University Kano

AWARDS & SCHOLARSHIPS

Most Improved Sales Staff • January 2021

UNION BANK OF NIGERIA PLC

Most Creative Corp Member of the year • August 2018

National Youths Service Corps (NYSC)

PROJECTS

Secondment Opportunity -Unlock your Potential • January 2024 - Present

Elephant Healthcare

Leading our expansion opportunity in 3 new LGA's in Niger State, Nigeria.

Niger State Community Sensitization/Advocacy Visits • July 2023 - December 2023

Elephant Healthcare

Collaborated with local leaders, influencers, and religious organizations, and we are able to gained trust and credibility within the communities by selling Value to them. This project lasted for 6 months and it yielded a very positive result.

Demo Session with the Commissioner for Health and Other Stakeholders •

January 2023 - February 2023

Elephant Healthcare

Successfully had a Product Demo Session with the Director of Health and his Team in the Federal Capital Territory

Kaduna State Train the Trainer • April 2022 - July 2022

Elephant Healthcare

I successfully trained the selected trainees from 6 local governments in Kaduna. Kaduna North LGA, Kaduna South, Makarfi, Soba, Zaria and Sabon-Gari Local Government and Distribution of Personal Computer after the training. as well as supporting the clinics for the Go-Live.

SKILLS

Account Management, Adoption Drive, Analytical Skills, Client management, Communication, Community Engagement, Community Outreach, Customer Loyalty, Customer Retention, Customer Success, Feedback analysis, Healthcare Industry, Onboarding, Personnel Management, Productivity Improvement, Resiliency, Revenue Generation, Software as a Service (SaaS), Stakeholders Engagement, Strategic Communications, Training, Troubleshooting, Community Sensitization, Football, Networking, Reading, Research, Solving Complex Problems, Traveling