GABRIEL OKEGBENRO

Customer Success Manager | Account Manager

gabriel.okegbenro@aol.com
+234 806 056 9695
Lagos, Nigeria

Professional Summary

Results-driven customer success, account management, sales, and business development professional with experience across financial services, fintech, foreign exchange (FX) trading, oil and gas, banking, and retail operations. Demonstrated ability to drive client acquisition, strengthen customer relationships, improve retention, resolve customer issues, support revenue growth, and manage customer onboarding and KYC/KYB processes. Experienced in sales strategy, financial and commercial analysis, CRM management, customer experience monitoring, and business performance reporting. Proficient in Salesforce, HubSpot, Zendesk, Microsoft Office Suite, and data-driven approaches to business growth and customer satisfaction.

Professional Experience

Customer Success / Account Manager, AETOS CAPITAL GROUP 06/2025 – Present
FX Trading Company

- Facilitated more than 40 financial transactions, ensuring accuracy, compliance, and timely execution.
- Achieved 80–90% of monthly company sales targets, contributing to revenue generation in a competitive financial services market.
- Acquired more than 200 new clients and maintained engagement with 70 active clients through consistent communication and tailored financial solutions.
- Built and strengthened client relationships through proactive engagement, needs assessment, and personalized investment guidance.
- Resolved customer inquiries, technical issues, and complaints to support customer satisfaction and service continuity.
- Monitored customer satisfaction (CSAT), Net Promoter Score (NPS), retention, churn, response times, and resolution times to identify opportunities for service improvement.
- Coordinated customer onboarding and KYC/KYB processing with compliance and operations teams.
- Supported a positive customer experience through timely issue resolution, client education, and ongoing account engagement.

Business Development Manager, FIRST ROYAL OIL AND GAS LTD 03/2020 – 05/2025

- Developed and implemented business performance tools to support strategic planning, operational effectiveness, and business growth.
- Conducted economic, commercial, and financial reviews to identify business opportunities and support informed decision-making.
- Researched federal and state energy policies and provided analytical support to inform business planning.
- Collaborated with managers and relevant stakeholders to negotiate and execute business agreements.
- Evaluated business opportunities through commercial research and financial analysis to support strategic business development initiatives.

Assistant Operations Manager, UNITED BANK FOR AFRICA PLC 08/2018 – 03/2020

- Managed daily cash transactions and customer payments, supporting accurate and efficient banking operations.
- Prepared and maintained daily, weekly, and monthly transaction reports to support operational monitoring and recordkeeping.
- Trained and guided new customer-facing employees on service delivery and operational procedures.

- Supported day-to-day operational activities while maintaining a focus on transaction accuracy and customer service.

Customer Support Supervisor, UNITED BANK FOR AFRICA PLC 09/2012 – 08/2018
- Resolved more than 1,000 customer complaints monthly, contributing to improved customer satisfaction.
- Developed and maintained customer relationship management (CRM) databases to support customer information management and service delivery.
- Created customer appreciation and retention initiatives to strengthen client relationships and encourage loyalty.
- Led client visits and vendor management activities to support relationship development and business operations.
- Supported customer service activities through complaint management, customer engagement, and relationship-building initiatives.

Relationship Officer / Business Development Officer 01/2007 – 12/2012
UNITED BANK FOR AFRICA PLC
- Identified and converted prospective customers into clients, achieving a reported 30% conversion rate.
- Managed existing client relationships, maintaining 90% customer satisfaction and retention while contributing to 30% sales growth.
- Built and maintained relationships with new clients, established sales targets, and provided ongoing support to achieve business objectives.
- Expanded existing accounts by proposing relevant solutions and services, resulting in 45% account growth.
- Introduced sales process improvements to support client acquisition and business development.
- Researched new and existing markets to identify opportunities for business expansion and strategic growth.
- Developed sales pitches and presentations for prospective clients, securing 50% of targeted business.

Warehouse Assistant / Store Keeper, SEVEN UP BOTTLING COMPANY PLC 04/2005 – 05/2006
- Operated clamp trucks to load and unload inventory safely and efficiently.
- Conducted inventory counts using radio-frequency equipment to support stock accuracy.
- Maintained warehouse safety standards and supported accurate inventory management.
- Assisted with warehouse and storekeeping activities to facilitate efficient inventory handling.

🎓 Education

Mini MBA, International Business Management Institute 2022

Bachelor of Science (B.Sc.) in Computer Science, Lagos State University 2014 | Lagos, Nigeria

Core Competencies

- Customer Success and Relationship Management
- Sales Strategy and Target Achievement
- Foreign Exchange (FX) Transactions
- Customer Complaint Resolution and Technical Support
- Customer Retention and Churn Monitoring
- Contract Negotiation and Business Partnerships
- Account Management and Client Retention
- Customer Acquisition and Onboarding
- KYC/KYB Documentation and Compliance Coordination
- Financial, Commercial, and Business Analysis
- Strategic Planning and Business Development
- Operations Management and Transaction Reporting
- Business Development and Revenue Growth
- Customer Experience and Satisfaction
- CRM Management and Customer Data Administration
- Data Analytics, Reporting, and Performance Monitoring
- B2B Sales and Stakeholder Management
- Team Training, Leadership, and Mentoring

Certifications

Digital Marketing
Google Digital Skills for Africa 2019

Project Management
Alison School Ireland 2019

Technical Skills

CRM Platforms
Salesforce, HubSpot, Zendesk

Collaboration Tools
Slack

Development and Repository Tool
GitHub

Financial Services Processes
FX transactions, customer onboarding, KYC/KYB coordination

Productivity and Reporting
Microsoft Office Suite

Programming and Web Technologies
HTML, CSS, JavaScript

Customer Success Metrics
CSAT, NPS, customer retention, churn, response time, and resolution time

Volunteer Experience

Cuso International, Children Counseling 08/2018 – Present
Volunteer involvement in children's counselling activities.

Leadership and Professional Strengths

- Strong verbal and written communication
- Leadership, team guidance, and mentoring
- Problem-solving and customer complaint resolution
- Client engagement and stakeholder management
- Customer relationship building and interpersonal skills
- Time management and ability to meet deadlines
- Analytical thinking and attention to detail

Additional Interests

- Reading, research, and surveying

Awards and Achievements

Second Runner-Up, Best Sales Staff, Aetos Capital Group 01/12/2024

Best Customer Service Employee, United Bank for Africa 01/12/2014

References

Available upon request.