Ndidi Augustina **Nnohirim**

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Professional Summary

Results-driven Operations and Customer Experience Leader with 10+ years of experience across technologies, telecommunications, hospitality and events. Skilled in team leadership, service delivery, risk management, business continuity, customer experience, process improvement and performance management

Career Highlights

- 10+ years leadership and operations experience
- Managed 40+ team members and 150+ shift-wise
- Achieved 4.8/5 customer satisfaction
- Achieved 98% top-performer retention
- Improved onboarding efficiency by 20%
- HSE Certified

Core Skills

Operations Management | Customer Experience | Risk Management | Team Leadership | Service Delivery | Business Continuity | Hospitality | Event Management | HSE Compliance | KPI Management | Process Improvement | Coaching & Mentoring | Stakeholder Management

Professional Experience

Team Manager, Operations
TeKnowledge | M365 Commercial | *Sept 2025 – Present*

- Lead operations and team performance, ensuring achievement of service, quality and customer experience KPIs.
- Maintain 4.8/5 customer satisfaction through process improvement and customer-focused service delivery.
- Improved onboarding efficiency by 20% and achieved 98% retention among topsperforming employees.
- Conduct operational risk assessments and implement mitigation strategies to protect service continuity.
- Coach, mentor and develop employees while providing performance insights to management.

Team Manager
TeKnowledge | Consumer | *Jun 2019 – Sept 2025*

- Led a 40+ member Microsoft Consumer operations team, consistently driving performance and service KPIs.
- Maintained business continuity during COVID-19 through risk assessment and contingency planning.
- Managed recruitment, onboarding, scheduling, coaching and employee performance.
- Supported EMEA business continuity initiatives, mitigating operational and logistical risks.
- Managed customer escalations and implemented process improvements to enhance service delivery.

Team Lead
iSON Xperience Limited | MTN Process | *Jan 2016 – Jun 2019*

- Managed daily operations and performance for a 30+ member customer service team.
- Managed customer escalations, coaching, PIPs and employee development.
- Supported recruitment, onboarding, training and performance appraisal.
- Prepared operational reports and implemented process improvements to enhance service quality.

Contact Centre Agent
Communication Network Support Services Ltd | MTN Process | *Sept 2014 – Dec 2015*

- Managed 180+ customer interactions daily, resolving enquiries and complaints while maintaining service standards.
- Identified recurring customer issues and recommended service improvements.

Senior Executive Officer of Culture
Niger State Council for Art and Culture | Minna | *Aug 2008 – Aug 2014*

- Coordinated cultural productions, events and international programmes.
- Managed event logistics, guest relations, VIP protocol and hospitality arrangements.
- Conducted event risk assessments and coordinated accommodation, catering and reception services.

Industrial Trainee
Shell Petroleum Development Company | Warri | *2003*

- Completed industrial training and obtained HSE Certification in 2003.
- Gained practical exposure to workplace safety, risk assessment and environmental compliance.

Education

Master of Business Administration (MBA) — In View
National Open University of Nigeria

B.A. Theatre Arts — Delta State University | 2003–2006

Diploma in Mass Communication — Auchi Polytechnic | 2001–2002

Certifications

- Health, Safety & Environment (HSE)
- Six Sigma Yellow Belt Professional
- Scrum Fundamentals Certified
- Coaching & Mentoring
- Microsoft CXF: Introduction to Swarming
- Effective Communication (CARE)
- First Level Leadership Training — MTN Nigeria
- Enterprise Business Unit TTT — MTN Nigeria
- Strategic Customer Focus — HR Exponentials
- Customer Relationship Management Tool Certification — MTN

Languages

English | Igbo | Yoruba | Hausa — Fluent