COVENANT OBIOMA

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TECHNICAL ACCOUNT MANAGER | TECHNICAL CUSTOMER SUCCESS

3+ experience managing complex B2B accounts across regulated manufacturing and 1+ years in SaaS environment. Diagnose account, configuration, integration, and product issues, distinguishing platform bugs from configuration problems and user errors, while translating technical findings into business impact. Hands-on with API integration, REST API troubleshooting, live system deployment, SQL-based account analysis, product-usage analysis, and structured bug reporting. Improved Time-to-Value by 40%, feature adoption by 28%, and customer retention by 22%, with a 100% account renewal rate. Known for looking beyond the surface-level ticket to identify root causes and drive effective resolution.

WORK EXPERIENCE

Customer Success Associate Jan 2025 – Apr 2026

CrowFran Innovations | Remote

*SaaS company behind **Hotelace**, a cloud and on-premise Property Management System (PMS) designed to streamline hotel operations across front office, housekeeping, billing, accounts, inventory, and other key departments.*

- Owned the end-to-end customer lifecycle for assigned SaaS accounts, from onboarding and activation through product adoption, health monitoring, QBRs, renewal support, and escalation follow-up; reduced Time-to-Value by 35% through structured onboarding.
- Redesigned the onboarding workflow into a six-stage, dependency-linked implementation board, cutting implementation time from 24 to 10 days (58% reduction) within a 30-day signup-to-activation cycle.
- Deployed and configured live property websites via Netlify; managing project setup, domain registration, and DNS configuration to bring each property fully online.
- Configured API integration between property records and Hotelace PMS in admin system, setting up versioned REST API base URLs and authentication credentials to enable core room inventory and booking functionality; independently diagnosed and resolved base-URL syntax validation errors during setup
- Applied structured technical triage, separating potential product defects from configuration issues and user/workflow errors; documented expected vs. actual behavior, customer impact, and reproduction details, then coordinated internal teams through investigation to resolution while surfacing recurring issues as actionable Voice-of-Customer feedback.
- Diagnosed a recurring product bug that had been misdiagnosed by prior support attempts, identifying a gap in verification scope that let the issue resurface — closing it out at the root cause rather than the symptom.
- Increased 30–90 day feature adoption by 28% and improved retention by 22% through personalized product walkthroughs, proactive check-ins, and usage-led risk identification.
- Increased feature adoption by 28% and improved retention by 22% through personalized product walkthroughs, in-app training, proactive check-ins, usage-led risk identification, and account recovery strategies tied to customer business outcomes.
- Built customer health dashboards tracking adoption, engagement, renewal likelihood, churn risk, and upsell readiness; used these insights to prioritize accounts, guide customer conversations, and support value-realization and renewal-readiness decisions.
- Held 98% SLA compliance and 95%+ first-contact resolution across 150+ daily customer interactions, and drove expansion revenue by converting a customer from a 1-year to a 2-year subscription.

TOOLS & CORE COMPETENCIES

- **Technical Troubleshooting:** Account-state and configuration diagnosis, bug triage and verification, root-cause vs. symptom analysis, REST API integration & troubleshooting, site deployment & domain/DNS configuration, technical escalation management
- **Data & Analysis:** SQL (account/data analysis), account health scoring, customer segmentation, KPI tracking
- **Account Management:** QBRs & EBRs, account planning, renewal & expansion revenue, net revenue retention, churn risk mitigation
- **Cross-Functional & Communication:** Stakeholder communication, technical-to-business translation (developing), Product feedback loop, process design & playbooks
- **Tools:** HubSpot, Salesforce, Zendesk, Crisp, Intercom, Freshdesk, Gainsight, Mixpanel, Pendo, Appcues, Jira, SQL, Trello, Notion, Slack, Netlify, REST APIs (Postman), Google Sheets / Excel

COURSES & CERTIFICATIONS

Certified Customer Success Specialist (CCSS) Oct 2025

Certified Customer Success Executive (CCSE) Oct 2025

EDUCATION

University of Nigeria, **Nsukka, Enugu**

Business Administration; Major in Accounting (B.Sc)