

MIRACLE UMEJIEGO

Customer Success Manager | SaaS Onboarding, Adoption & Retention

Onitsha, Anambra State, Nigeria (Open to Remote) Global Jobs

08069699900

miracleumejieg001@gmail.com | [LinkedIn](#)

Customer-focused SaaS professional specializing in onboarding, adoption, retention, and success planning, with a track record of measurable outcomes including a 40% reduction in complaints, 30%+ gains in data accuracy, and \$500K+ in influenced revenue. Completed a Customer Success bootcamp with hands-on case study work in at-risk account recovery, executive business reviews, and long-term partnership strategy. Quarterly Business Reviews (QBRs)

AREAS OF EXPERTISE

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|------------------------|-------------------------|-----------------------------|
| • Customer Onboarding | • Voice of the Customer | • Customer Journey Mapping |
| • Customer Adoption | Analysis | • Stakeholder Communication |
| • Retention & Renewals | • Cross-Functional | • SaaS Customer Lifecycle |
| • Customer Health | Collaboration | Management |
| Monitoring | • CRM Management | • Account Expansion |
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PROFESSIONAL EXPERIENCE

Career Transition to Customer Success

Professional & Career Transition | January 2025 – Present

Took intentional time for family leave while actively transitioning into SaaS Customer Success.

- Completed Customer Success certifications focused on onboarding, adoption, retention, renewals, expansion, customer health, and success planning.
- Built a Customer Success portfolio featuring onboarding plans, customer journey maps, QBR presentations, and success plans including a full renewal-recovery case study.

Elite4Rent | Freelance

Remote, United States

Guest Experience Manager | May 2024 – January 2025

- Owned the end-to-end guest journey from booking through post-stay proactively resolving issues and consistently delivering exceptional guest experiences across multiple properties.
- Designed proactive guest communication workflows that increased engagement, encouraged repeat bookings, and strengthened long-term guest loyalty.
- Partnered with property owners and service teams to resolve operational issues, contributing to a 35% increase in bookings and 25% revenue growth.

The R.E.A.L System | Freelance

Remote, United States

Business Development & Pipeline Management | *March 2023 – December 2024*

- Built consultative relationships with prospective property owners uncovering business needs, addressing objections, and communicating value to build trust early in the customer journey.
- Managed a CRM pipeline of 200+ customer records, using proactive tracking and consistent follow-up to improve pipeline visibility and data accuracy.
- Converted 30% of qualified leads to opportunities, contributing to \$500K+ in annual closed revenue translating relationship-building into measurable business outcomes.

Altovita

Remote, United Kingdom

Content & Data Manager | *April 2023 – Feb 2024*

- Analyzed customer feedback to identify recurring listing issues, implementing improvements that reduced customer complaints by 40%.
- Created and optimized 200+ property listings, improving accuracy and completeness to drive a 25% increase in booking conversions.
- Conducted quality assurance audits that raised data accuracy by 30%, helping customers make more informed, confident booking decisions.

Edmark International

Lagos, Nigeria

Sales Manager & Team Leadership | *December 2009 - April 2023*

- Built & maintained long-term customer relationships through consultative needs assessment, product education, personalised recommendations, and ongoing engagement driving customer confidence, adoption, and repeat purchases.
- Onboarded, trained, and coached a 200+person distributor network, building structured onboarding programs that improved engagement and long-term participation.
- Increased team sales 50% within six months through structured coaching and relationship-based selling, and customer focused engagement while consistently exceeding monthly targets.

EDUCATION

Abia State University, Uturu - BSC

Agriculture and Business | 2:1 Grade

CourseCareers — SDR / Tech Sales Certification - Tech sales frameworks and sales development fundamentals

Customer Success Management Certifications - Onboarding, adoption, retention, renewals, expansion, customer health, and success planning