Elizabeth Nkwo Ikechukwu

Customer Success Manager | Technical Account Manager

Abuja, Nigeria (Remote, UTC+1, Open Worldwide) | +2349020545073 |

elizabethikechukwu381@gmail.com | elizabethikechukwu.online/customer-success |

linkedin.com/in/ikechukwu-elizabeth

PROFESSIONAL SUMMARY

Customer success and technical account manager with a DevOps and cloud engineering background. I managed a 30+ account wholesale book for 3 years, then spent 5 years in high-volume support. Today I run an 8-account book in HubSpot on PulseOps, an incident management platform I built and operate on AWS, covering onboarding, health scoring that catches churn risk early, escalation, renewal, and expansion. I read the logs before I escalate, so engineering gets a reproduction and the customer gets an answer they can act on.

CORE SKILLS

Account Management: Book ownership from onboarding to renewal, executive and technical stakeholder relationships, quarterly business reviews, renewal planning at 90, 60, and 30 days

Customer Health and Retention: Weighted health scoring across usage, support, relationship, and commercial signals, churn risk detection, save plans after escalation

Expansion: Spotting upsell from usage signals, building the business case, routing to the right stakeholder

Escalation and Incident Communication: Owning customer communication through an outage, service credits, postmortems, follow-through to resolution

Technical Troubleshooting: Reading logs and telemetry to find root cause, replicating product issues, escalating with reproduction steps and context, AWS, Kubernetes, CI/CD

Enablement and Documentation: Onboarding playbooks, runbooks, published postmortems, live training sessions, knowledge base upkeep

Tools: HubSpot CRM, Notion, Slack, Datadog, Google Workspace, Intercom, Git

WORK EXPERIENCE

Customer Success Portfolio, Self-Directed | PulseOps Account Book, HubSpot | Aug 2026 - Present | elizabethikechukwu.online/customer-success

- Manage an 8-account book I built and run in HubSpot for PulseOps, a live incident management platform I own end-to-end, covering onboarding, health, escalation, renewal, and expansion, with a published postmortem for every incident and records current enough for anyone to pick the book up.
- Built a weighted health-scoring model across usage, support, relationship, and commercial signals, flagging one account Red and catching a second as a silent disengagement risk with no tickets and no incidents, before either became a complaint.
- Agreed on one measurable onboarding target with a new account before go-live, acknowledged every incident in under 15 minutes, then validated the workflow on day 3 with an incident acknowledged in 8 minutes and resolved in 10, with the postmortem published.
- Owned customer communication through a platform outage that hit an account mid-incident: reached their engineering manager 15 minutes in, delivered the postmortem, offered a sized service credit, and ran a working session with their full on-call team, widening a single-threaded relationship for the first time.
- Ran a quarterly business review 90 days before renewal on the largest account, logged the product gap their COO raised as feedback without promising a date, and built the case for a $65,000 plan upgrade on a second account as its team tripled in size.

DevOps Engineer and Dev Team Lead | ScaleUpBuild - HelloAgain (Volunteer, Remote) | Jul 2026 - Present

- Lead the dev team on an AI-powered WhatsApp commerce platform, settling architecture trade-offs with leadership before anything is built.

Co-Trainer and DevOps Engineer | Digital Witch Support Community, Remote (Part-Time) | Jan 2025 - Present

- Teach live AWS and Azure sessions, and tune Datadog thresholds across 2 servers to cut false alarms while still catching a real traffic drop within 5 minutes.

Customer Support Representative | Celebrity Fried Chicken, Abuja | Jan 2020 - Dec 2024

- Won the company's Best Customer Support Award and became the default trainer for new hires, coaching them through 100+ customers at peak alongside online orders.
- Called a lapsed regular to find out why she had stopped ordering. It was portion size against a competitor. I escalated it; the product team surveyed, portions went up, and she came back.
- Watched loyalty activity on regulars and institutional customers and followed up when ordering patterns changed, separating a quiet account from one genuinely at risk.

Key Accounts and Customer Relationship Manager | Phinet Communication, Abakaliki | Jan 2017 - Dec 2019

- Managed 30+ wholesale accounts alongside walk-in retail, with direct responsibility for roughly 10 key accounts and their ordering patterns.
- Caught my largest account's orders falling before any complaint was raised. Called her, found a competitor undercutting us, checked the pricing myself, and adjusted. Her volume came back.
- Grew that account by identifying what her buyers wanted and getting her into accessories, which cut the weeks she had nothing to sell.
- Showed a month-long repair delay was a pattern across several accounts, not one complaint, and pushed for a fix with the manufacturers. Turnaround dropped to 1-2 weeks.

TECHNICAL FOUNDATION

PulseOps - Multi-Tenant Incident Management Platform, Live | pulseops-app.online | github.com/elizabeth-ikechukwu/pulseops

- Designed and shipped it from database schema to AWS infrastructure: Terraform, ECS on EC2, RDS PostgreSQL and Redis in private subnets, and a pipeline with no stored AWS credentials.
- Proved tenant isolation instead of assuming it: a test that fetches another organization's incident by exact record ID fails by design, 1 of 29 tests run on every push.

TaskFlow - Cloud-Native Kubernetes Platform on AWS EKS | thetaskflowapp.online | github.com/elizabeth-ikechukwu/scalable-task-platform

- Built and ran a microservices platform on AWS EKS with a Terraform-managed, Git-only deployment process and zero static credentials throughout. The cluster is now torn down for cost; the live demo serves the same images from a single EC2 instance.

Monitoring and Incident Response on AWS EC2 | github.com/elizabeth-ikechukwu/technical-support-portfolio

- Ran 4 production-style incidents on a live server to prove the alerting worked, with detection in 1 to 11 minutes and every incident closed inside its SLA, publishing a postmortem and automating the fix for the 2 most common failures.

EDUCATION AND CERTIFICATIONS

Customer Success and Technical Account Management Training | Digital Witch Support Community | In Progress, since Aug 2026

DevOps & Cloud Security Certification | Digital Witch Support Community | 06/2026

BSc Cybersecurity | Miva Open University, Abuja, Nigeria

Technical Support Fundamentals | Google / Coursera | 11/2025