OLUWASEGUN DAVID DADA

Customer Success | Account Management | B2B Sales | Growth & Community

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Lagos, Nigeria | Remote | UTC+1 (UK / EMEA overlap, US-hours flexible)

PROFESSIONAL SUMMARY

B2B technology professional with 5+ years of experience across customer success, account management, sales development, revenue operations, and growth in fintech, SaaS, and gaming. Managed 20+ mid-market and enterprise accounts representing $1M+ ARR at Chimoney, including relationships involving Google, Microsoft, and Andela, and contributed to 110% net dollar retention in 2024.

Combines customer-facing ownership with hands-on sales and operations experience: building outbound funnels, cleaning and structuring CRM data, improving sales efficiency by 300%+, and growing a gaming community to 18K+ members through creator-led acquisition. Comfortable working with technical products and APIs, and using AI tools daily to speed up research, documentation, and customer communication.

CORE SKILLS

Customer Success & Accounts: Onboarding • Adoption • Retention & Renewals • Expansion & Upsell • Account Health • Escalation Management • Stakeholder Management • Voice of Customer

Sales & GTM: Outbound Prospecting • Lead Qualification • Discovery & Demos • Consultative Selling • Pipeline Management • ICP Development • Funnel Analysis

Revenue Operations: CRM Administration • Data Quality & Enrichment • Reporting & Dashboards • Workflow & Process Improvement • Customer Documentation

Growth & Community: Community Building • Discord Management • Creator & Influencer Partnerships • UGC Programs • Short-Form Content (TikTok) • Gaming GTM

PROFESSIONAL EXPERIENCE

Customer Success Manager / Account Manager — Chimoney

2022 – 2025

Global fintech infrastructure company: bulk payouts, gift cards, crypto, bank transfers, and mobile money across 130+ countries.

- Managed a portfolio of 20+ mid-market and enterprise accounts representing $1M+ ARR across Africa, Europe, Asia, and North America, including relationships involving Google, Microsoft, Andela, and GDG Africa.
- Owned customer relationships end to end: onboarding, implementation, adoption, support, retention, and expansion.
- Contributed to 110% net dollar retention in 2024 and maintained 0% client loss attributed to operational causes through proactive communication and issue ownership.
- Built and optimized an outbound funnel (Apollo → NeverBounce → HubSpot) converting roughly 8% cold-to-meeting, 60% meeting-to-qualified, and 20% qualified-to-close (~3% cold-to-close).
- Handled urgent and out-of-hours payout requests, coordinating with Operations, Product, and Engineering to resolve issues while keeping customers informed.
- Translated APIs, payment rails, and cross-border payout workflows into clear explanations for both technical and non-technical stakeholders.
- Created recurring customer reports and transaction dashboards that gave customers and internal teams visibility into account activity.
- Identified adoption gaps and expansion opportunities through account check-ins, usage signals, and customer feedback.
- Authored developer-facing documentation, onboarding materials, and API knowledge content to speed up customer integrations.
- Acted as the voice of the customer, turning recurring friction points into actionable product feedback for Product and Engineering.
- Maintained detailed account records and interaction history across HubSpot, Salesforce, Intercom, and Chatwoot.
- Helped build customer-success processes from the ground up, covering onboarding, account management, reporting, and communication.

Sales Support Specialist / Revenue Operations — Skrillo

2024

- Supported sales and revenue operations across 100+ accounts, including CRM administration, lead routing, and pipeline hygiene.
- Improved sales efficiency by 300%+ through CRM, pipeline, and lead-management process optimization.
- Verified and enriched prospect and company data using Seamless.ai and ZoomInfo; cleaned and structured HubSpot records for better pipeline visibility.
- Helped prioritize opportunities by account fit and buying signals, and identified workflow bottlenecks that reduced manual effort for the sales team.
- Worked with sales and operations teams to coordinate priorities and keep pipeline information accurate.

Community & Creator Marketing Manager — Vinci Games (BlacktopHoopsVR) 2024

- Led community and influencer marketing for BlacktopHoopsVR, a VR basketball title; grew the Discord community to 18K+ members through creator partnerships, content, and organic acquisition.
- Built a creator prospecting pipeline of 1,500+ contacts and worked with 200+ creators and influencers to drive awareness and player-generated content.
- Generated and coordinated 100+ UGC videos and trained 50+ micro-influencers to run repeatable creator campaigns.
- Managed creator onboarding, communications, campaign coordination, and performance tracking; moderated Discord and enforced community guidelines.
- Brought player and community feedback to developers, designers, and marketing to improve the player experience.

Growth Manager — Tower of Titans VR (Chaossic Studios) Project

- Developed the growth strategy for an early-stage VR game centered on community, creators, and short-form content.
- Designed a tiered creator activation program (Whisperers, Mystical Messengers, Prophets) and a Micro Content Creator Program targeting relevant micro-creators.
- Built TikTok/Reels campaigns with measurable targets for views, engagement, creator participation, and game sales; generated 20K+ views.

Founder / Growth Strategist — Games Growth Pals Independent

- Built a growth platform and community of 1,000+ for indie developers, studios, and gaming creators.
- Developed 30–60 day growth strategies for early-stage games covering community, Discord engagement, creator activation, and organic acquisition.
- Built creator databases and outreach systems covering 1,000+ gaming creators and worked directly with developers on practical, low-budget acquisition plans.

Sales Development Representative — NerdyJoe

- Ran B2B outbound prospecting across email, LinkedIn, and calls; built ICP-based prospect lists and personalized outreach around prospect pain points.
- Qualified prospects on need, authority, timing, and fit; booked discovery meetings and maintained structured follow-up sequences.
- Kept accurate CRM records and learned discovery, objection handling, and resilience through high-volume outbound.

Sales Development Representative — Panoramic Solutions

- Generated and qualified B2B opportunities through outbound prospecting, account research, and decision-maker identification.
- Built targeted prospect lists, managed follow-up through early sales cycles, and maintained accurate CRM records.
- Worked with sales leadership to refine targeting and outbound messaging.

SELECTED ACHIEVEMENTS

- Managed 20+ mid-market and enterprise accounts representing $1M+ ARR; contributed to 110% NDR (2024) and 0% operational client loss.
- Supported enterprise customers including Google, Microsoft, Andela, and GDG Africa across four continents.
- Improved sales efficiency by 300%+ at Skrillo through CRM and workflow optimization.
- Built an outbound funnel with ~8% cold-to-meeting and 20% qualified-to-close conversion.
- Grew a gaming Discord community to 18K+ members; generated 100+ UGC videos across a 1,500+ creator pipeline.

TOOLS & TECHNOLOGY

CRM & Support: HubSpot • Salesforce • Intercom • Chatwoot

Sales & Prospecting: Apollo.io • LinkedIn Sales Navigator • Seamless.ai • ZoomInfo • Instantly • Smartlead • GetProspect • Snov • PhantomBuster

Collaboration: Slack • Discord • Notion • Asana • Jira • ClickUp • Google Workspace • Microsoft Office

AI & Technical: ChatGPT • Claude • Gemini • Perplexity • APIs • Python • SQL/PostgreSQL • Supabase • React

EDUCATION & PROFESSIONAL DEVELOPMENT

B.Sc. Chemical Engineering — Obafemi Awolowo University

McKinsey Forward Program — McKinsey & Company

Machine Learning Studies — Udacity