VANESSA IHEJIRIKA

Toronto, ON | 343-961-2656 | nwokemodovanessa@gmail.com | LinkedIn

PROFESSIONAL SUMMARY

Customer Success and Technical Account Manager with 6+ years of experience managing enterprise relationships and delivering customer outcomes across cybersecurity, SaaS, digital trust, and supply-chain environments. Trusted advisor to Fortune 500 and enterprise organizations, with experience leading onboarding, customer success planning, technical architecture discussions, automation initiatives, executive business reviews, customer health assessments, and cross-functional escalations. Proven record of increasing platform utilization by 70%, reducing resolution time by 60%, maintaining 95% CSAT, and helping customers improve security, operational efficiency, adoption, and retention. Currently pursuing Microsoft Azure Fundamentals (AZ-900).

CORE COMPETENCIES

Customer Success Planning | Trusted Advisor Relationships | Stakeholder Management | Executive Engagement | Customer Health | Adoption & Consumption Growth | Value Realization | Governance & QBRs | Risk Management | Customer Advocacy | Cross-functional Leadership | Cloud Transformation | AI Readiness | Business Outcomes | Program Delivery

PROFESSIONAL EXPERIENCE

Technical Account Manager | Sectigo

Ottawa, ON | May 2025 - Present

- Manage a portfolio of 40+ enterprise and strategic customers, serving as the primary trusted advisor for PKI, Certificate Lifecycle Management, SSL/TLS, and certificate automation.
- Increase platform utilization by 70% through proactive engagement, tailored onboarding, customer health assessments, and strategic guidance aligned to operational and security outcomes.
- Lead customer automation initiatives that reduce manual certificate-management effort by up to 90%, supporting stronger governance, security, and operational efficiency.
- Own onboarding sessions, technical architecture reviews, automation workshops, Quarterly Business Reviews, and success-planning discussions that strengthen adoption and long-term platform value.
- Orchestrate high-priority escalations across Engineering, Product Management, Compliance, Customer Support, and Onboarding, reducing average resolution time by 60%.
- Identify delivery risks, adoption barriers, and dependencies; align stakeholders on owners, next steps, and communication rhythms to drive timely resolution.
- Deliver executive and technical presentations on PKI modernization, automation, and digital trust strategy, improving stakeholder understanding and decision-making.
- Partner with Sales and Customer Success teams to support renewals, identify expansion opportunities, advocate for customer needs, and strengthen retention.

Account Manager | Entrust

Ottawa, ON | Aug 2023 - Apr 2025

- Served as the primary point of contact for enterprise customers across pre-sales and post-sales activities, coordinating order delivery, technical support, and account requirements.
- Built trusted customer relationships through proactive communication and structured follow-up, contributing to long-term retention and a 95% CSAT score.
- Coordinated Sales, Product Management, Technical Support, Operations, and Logistics to resolve complex issues, manage delivery risks, and improve service quality.
- Reduced issue-response time by 30% by partnering with Support leadership to streamline escalation workflows and strengthen cross-functional communication.
- Managed concurrent customer requests and account activities using Salesforce, Oracle, MS Project, and SharePoint, achieving a 95% on-time follow-up rate and reducing processing errors by 15%.
- Supported customers using digital-security solutions, helping coordinate successful service delivery and product-related issue resolution.

ADDITIONAL EXPERIENCE

Supply Chain Analyst Intern | Signify (Philips Lighting) Markham, ON | Apr 2022 - Dec 2022

- Optimized production schedules across 150+ SKUs, achieving a 95% on-time delivery rate and reducing finished-goods shortages by 30%.
- Analyzed sales trends across five product categories and recalibrated production plans, improving forecast accuracy by 40%.
- Supported inventory-system implementation across three departments, cutting lead times by 20% and improving stock turnover by 15%.

Supply Chain Analyst Intern | Lumentum Ottawa, ON | Jan 2022 - Apr 2022

- Developed supply-chain strategies for 10 product launches, reducing time-to-market by 30%.
- Negotiated supplier contracts that improved pricing terms by an average of 20% and enabled $500K in cost savings.

Procurement Analyst / Coordinator | White Soul Ltd. Lagos, Nigeria | May 2017 - Dec 2021

- Analyzed procurement spend across a 50M Naira budget, identifying opportunities that reduced costs by 12%, equivalent to 6M Naira annually.
- Facilitated negotiations for 20+ supplier agreements, improving terms and conditions by an average of 15% and strengthening supply continuity.
- Aligned Finance, Operations, and Logistics stakeholders around procurement priorities, contributing to a 30% increase in on-time delivery.

TECHNOLOGY & BUSINESS CAPABILITIES

Customer Success: Customer success planning, customer health, onboarding, QBRs, stakeholder alignment, governance, risk mitigation, adoption, retention, upselling and cross-selling
Cloud, Identity & Security: SaaS, Azure fundamentals, Microsoft AD CS, PKI, CLM, SSL/TLS, certificate automation, solution architecture
Tools & Analytics: Salesforce, ServiceNow, SharePoint, MS Project, REST APIs, Python, Excel, Power BI, Tableau, SAP, Oracle, Ariba, Coupa

EDUCATION & CERTIFICATIONS

Bachelor of Commerce, Supply Chain Management | Minor in Economics | Carleton University, Ottawa, ON
Microsoft Azure Fundamentals (AZ-900) | In Progress
ITIL Foundation, 2025 | Certified Supply Chain Professional (CSCP), APICS, 2024 | CompTIA Network+ (In Progress)