

ADIJAT ADENIKE OYENUBI

Name:	Adijat Adenike Oyenubi
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CAREER OBJECTIVE: To secure a challenging position in a reputable organization that focuses on customer satisfaction, which enables me utilize my trainings and interpersonal skills to contribute significantly to the growth and aspirations of the organization.

<u>Area of Expertise</u>	<u>Skills Set</u>
Customer Service Operation and Delivery	<ul style="list-style-type: none">  Excellent communication, Team Management and interpersonal skills  Customer service operation and delivery  Telemarketing/ Sales  Proficient in the use of Microsoft office tools (Microsoft word, excel, power point, etc.), Internet and Email  Ability to manage multiple projects effectively with expected results  Numeracy, analytical and problem-solving skills  Persuasion and negotiation skills  Solid time management, organization and prioritization skills  Proven ability to effectively build and foster a team environment
Excellent team management	
Complaints Resolution / Data management	
Telemarketing / Sales	
CRM (Customer Relationship Management) Proficiency	

WORK EXPERIENCE

Employer / Position	Date	Role/Responsibilities
HERITAGE BANK PLC Shift lead, Customer Service (Email,	AUGUST 2018 - Till Date	<ul style="list-style-type: none"> • Assist with the provision of first level support to customers via email, telephone, social media and other contact channels of the Bank to achieve customer satisfaction

<p>inbound call, social media, live chat and follow up)</p>		<ul style="list-style-type: none"> • In charge of creating email/ live chat scripts to provide support to clients • Process requests for debit card, cheque book, account statement, internet/mobile banking, etc. • Guide team members to ensure that due procedures and quality standards are strictly observed • Answer questions regarding best practices or complex emails/calls and handling issues that cannot be fielded by agents • Synergize with resolution teams, business managers and head of units of the bank to follow up and ensure prompt resolution of customer complaints • Anchor team meetings and knowledge sharing sessions, educate and train team members regarding processes, practices and management expectations of the team • Cross-check documented interactions via CRM to ensure all complaints and requests are routed to the appropriate unit and feedback/resolution provided by the resolving teams • Identify operational issues and suggesting possible improvements to my line supervisor
<p>SKYE BANK PLC Customer Service Representative</p>	<p>JUNE 2016 - AUGUST 2018</p>	<ul style="list-style-type: none"> • Provided help and advice to customers on the Bank's products and services by responding promptly to calls and emails whilst maintaining the highest level of professionalism • Built customers' interest in the various services and products offered by the bank via outbound calls • Assisted customers in activation of their credit and debit cards • IT Support (Mobile banking set up and PIN reset, Internet banking profiling) • Handled other contact channels of the bank; Social media and Live chat • Initiation of call logs and escalations where necessary with consistent follow-up, to ensure that every log is closed with appropriate resolution • Availing customers with feedback within the service level agreement • Update of job knowledge by anchoring briefing on Bank's products and participating in the Quality Assurance monthly tests • Compilation of daily and weekly report for all team members

EDUCATION

ACCESS BANK PLC PayWithCapture Developmental and Sales Personnel	DEC 2015- June 2016	<ul style="list-style-type: none"> • Sold the Bank’s product by establishing contact and developing relationship with prospects • Met the Bank’s targeted sales number for merchant on-boarding and individual downloads on the PayWithCapture (PWC) platform • Drove transactions at PWC Merchant locations in Victoria Island and Lekki axis of Lagos State • Sent daily feedback to the technical support team in Digital Banking Unit, to help in the development of a newer and better version of the application • Compiled and documented daily sales report for the team
MTN NIGERIA Customer Care Representative (Inbound agent)	NOV 2012 – AUG 2015	<ul style="list-style-type: none"> • Handled incoming calls and tactfully resolved customer queries efficiently whilst maintaining the acceptable service quality standard • Discussed products and services offered within MTN network with prospective and existing customers • Kept records of customer interactions on CRM (Customer Relationship Management) application • Followed up on escalated issues for prompt resolution and feedback to the customer

Institution	Qualification	Date
Lagos State University, Ojo	B.Sc. Microbiology	2010
Anglican Girls’ Grammar School, Ijebu-Ode	Senior School Certificate	2004

TRAININGS

Institution	Course taken	Date
Skye Bank Plc.	Time management and effective communication	2017
Knewrow Resources (through Heritage Bank Plc.)	Sales and Customer Service Training for Call Centre Agents	July, 2020
The Chartered Institute Of Bankers Of Nigeria (through Heritage Bank Plc.)	Professional Conduct and Ethics	January, 2021

REFEREES: Available on request.