

ADELEYE MAYOWA ABIOLA

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OBJECTIVES

- To obtain a challenging position where acquired education skills and experience will lead to a significant contribution towards the success of the organization and my future growth and advancement.
- To meet and exceed customers' expectations, provide timely and accurate professional service and to create an amazing experience for customers.

WORKING EXPERIENCE / EMPLOYMENT HISTORY

INVESTMENT ONE FINANCIAL SERVICES LIMITED (2020-TILL DATE)

CUSTOMER RELATIONSHIP MANAGER

- Responding to clients via mails and dealing with issues
- Handling walk-in client's complaints
- Customer relationship management
- Reactivation of accounts and process account update
- Providing on support & solutions for clients who call-in
- Ensure right product and services to customers
- Interacting with existing customers to increase sales
- Process payment for mutual fund investors
- Process account opening for online and walk-in clients
- Provide support to operations and finance department in fund posting and disbursement
- Selling the mutual funds and other investment schemes.

Access/Diamond Bank PLC (April 2019 till Date)

Contact Center Agent

- Maintain good relationship with Customers and the bank.
- Ensure all customers' requests are processed in time.
- Daily routine maintenance of hardware and software facilities.
- Ensure customer acquisition increases both locally and internationally.
- Sales support to ensure team surpasses regional targets.

- Mobilization of customers to E-Channels, such as Mobile Banking, Internet Banking, SMS Banking, Phone Banking, etc. - for their transactions

Diamond Bank (Feb 2018 – March 2019)

Contact Centre Agent

- Inbound, Outbound and Email services
- Providing timely resolutions to customers' inquiries, requests and complaints; ensuring that cases are treated within the specified turnaround time.
- The use of CRM to properly capture all interactions with customers.
- Cross selling and up selling the bank's products and services.
- Using applications to solves issues relating to credit card, debit card, mobile banking etc.
- Logging all interactions while on call while adhering to work standards and ethics.
- Meeting and exceeding customer expectations.

Vitafoam Comfort Center (April 2017-September 2017)

Business Development Executive

- Developed marketing strategies to improve sales.
- Conducted research and analyzed data to identify and define what customers want.
- I was able to meet and exceed my monthly target.
- Promotional activities and engaging more customers.
- compiling and distributing financial and statistical information
- Organized meeting with customers and invited more customers to our outlets.

Vogue Web Solution (March 2016- 2017)

Customer care Representative

- Listen to customers' questions and concerns, provide answers or responses.
- Provide information about products and services.
- Take orders; calculate charges, process billings or payments.
- Review or make changes to customer accounts.
- Record details of customers contacts and actions taken.
- Review and select standard responses for answers and solutions.
- Refer customers to supervisors or more experienced employees, answering questions or request from customers face to face or by e-mail.

Scholars Crest International School, NYSC (March2014 - February2015)

Assistant class teacher

- Providing support to children with little understanding of mathematics,
- Progress report about pupils, class or small group basis, Motivating and encouraging pupils,

- Assisting with marking and correcting of works, helping with school events, trips and activities
- Organized events and product exhibitions.

EDUCATION WITH DATES

Ajayi Crowther University, Oyo State (2009-2013)

B.sc Accounting & Finance

Regina Mundi Girls' Secondary School (2002-2008)

West African Secondary School Certificate

Parents Pride Nursery and Primary School (1998-2002)

First School Leaving Certificate

CERTIFICATION

- 2018 Contact Centre Agent Programme (NLP Nigeria)
- 2018 AML/CFT E-Learning Course
- 2018 Fraud Management
- 2020 Professional Conduct And Ethics Certification (CIBN)

BIO DATA

DATE OF BIRTH: 25th November 1992
STATE OF ORIGIN: Ondo
NATIONALITY: Nigerian
HOBBIES: Reading, solving puzzle and meeting new people

PERSONAL ATTRIBUTES

- Excellent communication and interpersonal skills.
 - Active team player and team leader in any organizational setup.
 - Can-do spirit and target driven, superior work habit and deadline savvy.
 - Good analytical and coordinating skills.
 - Very spirited and optimistic personality.
 - Proactive and a high interpersonal relationship skill.
 - Able to build trust and motivate others effectively.
 - Accountability and taking responsibility for actions.
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REFERENCES

Available upon request