

# OBAJE MICHAEL OGBADA

8, Alebiosu Street, Ketu, Lagos State

mikeobaje@gmail.com

+2348064657016

## CUSTOMER VALUE MANAGER

Customer Service | Client Relations Officer | Loan Officer | Admin Officer

- ❖ Customer support and operational leader with a proven record of success in executing strategic plans to meet company objectives. Numerous achievements improving customer support through rolling out new technology and associate training programs.
- ❖ Highly skilled in developing high-performing teams and collaborating cross-functionally to implement business initiatives, improve workflow efficiency, and decrease operating costs. Offer excellent communication and interpersonal skills to build strategic alliances and motivate others throughout project lifecycle.
- ❖ Talented Customer Success Manager highly regarded for improving team performance on customer service metrics and SLA delivery. Able to motivate teams and coach underperforming individuals into management potential. Proactive, energetic and a master trouble shooter with a sharp focus on developing and implementing process improvements to drive company growth and technical innovation. Excellent interpersonal and communication skills, a strong work ethic and the ability to effectively handle pressure without compromising quality service.

## AREA OF EXPERTISE

- Customer Support Team Building and Training Strategic ■ Leadership Call Centre Management
- Continuous Process Improvement ■ Sales Support Functions ■ Needs Assessment ■ Operations Management ■ Leadership ■ Relationship Building

## CORE ACCOMPLISHMENTS

- Implemented strategic initiatives including automatic customer complaint system resulting in reducing customer wait time and efficient track on service resolution.
- Built strong, high-performing teams to (results).
- Developed customer support improvements (list) to (results).

## PROFESSIONAL EXPERIENCE

### RECOVERY SPECIALIST, MAY. 2022 – TILL DATE

#### FAIRMONEY MICROFINANCE BANK, LAGOS, NIGERIA

- Responsible for administration and implementation of payment process.
- Establish repayment schedules
- Monitor debt repayment
- Ensure adherence to repayment schedules by the debtors

### LOAN OFFICER, SEPT. 2020 – MAY 2022

#### BLUE RIDGE MICROFINANCE BANK, LAGOS, NIGERIA

- Responsible for Managing and Collections outstanding debts from Customers.
- Inform Customers of their overdue Loan.
- Ability to stay calm when customers are stressed or upset.
- Identify and assess customers' needs to achieve satisfaction.

- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits.

**CUSTOMER SERVICE AGENT, Dec. 2019 – Sept. 2020**  
**OUTCESS SOLUTIONS LIMITED, LAGOS, NIGERIA**

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Solving people’s problems regarding the product.
- Listening and responding to customers needs and concerns.
- Review or make changes to customer accounts.
- Responding promptly to customer inquiries.
- Providing feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support.

**Government Senior Secondary School, Zing, Taraba State Dec. 2018 – Nov. 2019**  
**NATIONAL YOUTH SERVICE CORPS**

- Taught Students Business Studies and Marketing.
- Conducted Internal Examination for Students.
- Acted as Personal Tutor to The Students.

---

## EDUCATION

Bachelor of Science (Hons) in Business Administration | Dec. 2012 - Dec 2016  
 Kogi State University, Anyingba, Kogi State, Nigeria

---

## PROFESSIONAL EFFICIENCY

**Sesewa Academy in partnership with the United State Consulate, Lagos**  
**Jan. 2017- Jan 2018**  
**Certificate of Customer Service**

- Exceptional interpersonal and communication skills, and stakeholder management skills to develop strong working relationships at all levels.
- Strong analytical skills and ability to coordinate cross-functional projects with a proactive and “can do” attitude.
- Creative problem solver with strong analytical skills.
- Good written, verbal, and interpersonal communications skills.
- Ability to expand the contract value with the customer through the inclusion of either new technology or expanded service offerings.
- Work with the customer liaison to constantly measure and improve the collaboration between Emerson and the end-user customers so that maximum value is delivered to the customer and customer loyalty increases.
- Manage day-to-day operational aspects of programs, identify issues and risks and put forth mitigation plan to minimize schedule delay and costs.

---

## REFERENCE

Available on Request.