

ADEYANJU, TEMILADE OMOBOLADE

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CAREER

OBJECTIVE

Results-oriented Customer Success Lead with experience in enhancing customer service across various industries, seeking to take next career step with a respected organization dedicated to delivering world-class service and enhancing customer satisfaction. Accomplished in leveraging performance metrics to improve customer interactions and outcomes. Dedicated leader with the ability to lead teams to process and manage large account volumes without compromising service or quality.

KEY SKILLS AND KNOWLEDGE

AREAS

- ≡ Great experience working with Enterprise Resource Planning (ERP).
- ≡ Experience working with CRM.
- ≡ Persuasive speaking and effective listening skills.
- ≡ High-level of Empathy and Patience.
- ≡ Adaptability and Willingness to Learn.
- ≡ Strong Multitasking Skills and Fast Learning Ability.
- ≡ Time Management and self-discipline.
- ≡ Leadership skills.
- ≡ Project Management skills.
- ≡ Scrum.
- ≡ Agile Project Management.
- ≡ IT skills; excellent working knowledge in various computer and internet based applications (including Microsoft Word, PowerPoint, Excel, Google Sheets, Google Slides, Google Forms, Trello, Jira, Zapier, Kommo and Zoho).
- ≡ Agile Methodologies.
- ≡ Critical thinking and problem solving skills.
- ≡ Outstanding communication (verbal and writing) and interpersonal skills.
- ≡ Teamwork and conflict resolution.
- ≡ Product Management skills.

EDUCATION

**2020 – 2023 : Bestower International University
Seme-Poji, Benin Republic.**

Bsc. Business Administration
Second Class; Upper Division.

**2016 – 2018 : Ahmadu Bello University, Division of Agricultural Colleges, Samaru College of Agriculture,
Zaria, Kaduna State, Nigeria.**

HIGHER NATIONAL DIPLOMA – Agricultural Extension and Management
Upper Credit (3.45/4.0) ****Best Graduating Student.**

2013 – 2015 : Ahmadu Bello University, Division of Agricultural Colleges, Samaru College of Agriculture, Zaria, Kaduna State, Nigeria.

NATIONAL DIPLOMA – Agricultural Technology
Upper Credit

2008 – 2010 : Kith and Kin Int'l College, Owode, Ibeshe, Ikorodu, Lagos State, Nigeria.

Senior Secondary School Certificate (SSCE),

WORK

EXPERIENCE

MAR., 2024 – present.

eFTD AFRICA

42, Local Airport road, Ikeja, Lagos.

Customer Success and Experience Lead.

Key Responsibilities

- ⊕ Led and coached customer service representatives to optimize performance and enhance customer satisfaction.
- ⊕ Developed a Standard Operating Procedures (SOP) for the Customer Success department, improving consistency and efficiency.
- ⊕ Implemented quality assurance processes to ensure service excellence and adherence to standards.
- ⊕ Deployed and tested new strategies for driving customer value and enhancing overall customer experience.
- ⊕ Continually collected, analyzed, and interpreted customer interaction data to identify requirements and insights useful in optimizing customer experience.
- ⊕ Generated cold leads for the digital sales team, contributing to new business opportunities.
- ⊕ Managed and optimized the digital sales team, resulting in increased revenue and reduced churn rate.
- ⊕ Supervised a team of account managers, providing leadership and guidance in client relationship management.
- ⊕ Spearheaded automation projects to streamline manual processes, boosting team productivity and effectiveness.

APR., 2023 – SEPT., 2023.

CARBON MICROFINANCE BANK

Plot 642C Akin Adesola Street, Victoria Island, Lagos.

Customer Success Supervisor.

Key Responsibilities

- ⊕ Motivate the staff and maintain optimum performance in the centre.

- ⊕ Answer staff questions, provide guidance and feedback to team members.
- ⊕ Ensures professional and courteous customer support services are delivered to promote a productive and positive relationship with customers.
- ⊕ Utilize data and metrics to improve processes and decision-making.
- ⊕ Ensure that all employees adhere to the company policies and regulations.
- ⊕ Deliver prompt and effective customer service through various communication channels using Zoho.
- ⊕ Listen actively to customers and ask relevant follow-up questions to understand their needs.
- ⊕ Resolve customer issues in a timely and effective manner.
- ⊕ Provide helpful solutions to customers to exceed their expectations.
- ⊕ Collaborate with other teams to escalate and resolve complex customer issues.

NOV., 2022 – APR., 2023.

FIRST CITY MONUMENT BANK

Head Office Annex, Boston House 10/12 McCarthy Street,

Onikan-Lagos.

Assistant Contact Centre Supervisor

Key Responsibilities

- ⊕ Constantly coach, mentor and inspire customer service agents and technicians to deliver exceptional service in line with company's core values.
- ⊕ Support the team to ensure the organization meet the goals and expectations of our customers.
- ⊕ Attend regular operational and business review meetings.
- ⊕ Answer questions from staff and provide guidance and feedback.
- ⊕ Ensure compliance with established procedures and regulations.
- ⊕ Handle product inquiry and providing advisory solution to customers, including inquires, requests and complaint of High Net-worth Individual (HNI) customers.
- ⊕ Identified service improvement opportunities through interaction with customers.
- ⊕ Monitor specific KPIs to ensure proper delivery of the business.
- ⊕ Handle, monitor coordinate and manage all escalated cases.
- ⊕ Proactively propose improvement plans where gaps are noticed.
- ⊕ Take over calls whenever required and handle heavy duty days.

SEPT., 2021 – NOV., 2022.

Contact Centre Agent.

Key Responsibilities

- ⊕ Handle customer complaints or enquiries via telephone, email.
- ⊕ Provide customers with needed information and support.
- ⊕ Exhibiting competent product Knowledge.
- ⊕ Promote good listening skills.
- ⊕ Ensuring all customers complaints are properly logged.
- ⊕ Ensure feedback from the customer to further improve the customer services.
- ⊕ Build customer loyalty by follow-up of customer calls.

- ✦ Evaluate problems of the customers and provide logical lasting solutions.

Aug 2021 – Sept., 2021

UNION BANK OF NIGERIA Plc.
Ilupeju, Lagos

Dispute Resolution Officer

Key Responsibilities

ROU analyst (remote on us transaction):

- ✦ Logging dispense error claims to other banks, to promote our customer's satisfaction and retrieving funds for our customers.
- ✦ Ensuring customer dispense complaints are timely resolved.
- ✦ Raising chargeback for disputed transactions against acquiring bank
- ✦ Status review of transactions from acquiring bank.
- ✦ Maintaining open communication with branches nationwide on dispense error complaints and provide solution.
- ✦ Ensuring completeness and accuracy of all supporting documentation in accordance to regulatory policies on transaction processing.

MAY, 2019 – MAR., 2020

LIVESTOCK FEEDS PLC.
Henry Carr Street, Ikeja, Lagos State, Nigeria.

Assistant Production Supervisor (National Youth Service Corp [NYSC])

Key Responsibilities

- ✦ Preparation of the daily production report.
- ✦ Assist in initiating and monitoring the production processes.
- ✦ Support in ensuring that activities relating to the mill carried out in the control room are conducted correctly.
- ✦ Involved in each stage of the feed production (Raw Materials intake, Dosing, Grinding and Mixing, Pelleting and Packaging).
- ✦ Support in daily supervision of 23 Nos. worker.
- ✦ Assist in cost control processes (through; efficient inventory management, waste prevention and minimization, and so on).

SEPT., 2014 – JAN., 2015

NATIONAL ANIMAL PRODUCTION RESEARCH INSTITUTE
Shika, Kaduna State, Nigeria.

Pupil Farm Officer (Industrial Attachment)

Key Responsibilities

- ✦ Assist in the maintenance of farm equipment at the Estate Unit and Workshop.
- ✦ Support the central laboratory in analysis of received samples.
- ✦ Assist in the Forage production unit.

- ✚ Engage in several vital activities in the Feed and Feeding Unit which cut across all units and programs that are in Custodian of Livestock.
- ✚ Participate in each stage of dairy production, from inception stage to final processing stage (milking of the cows to processing into yoghurt).

CERTIFICATION & TRAININGS

NOV., 2023 Scrum: The Basics

Awarded by LINKEDIN LEARNING.

NOV., 2023 Agile Foundations

Awarded by LINKEDIN LEARNING.

OCT., 2023 Project Management Foundations

Awarded by LINKEDIN LEARNING.

OCT., 2022. Product Management.

Awarded by UTIVA

JUL., 2014 Promoting Food Security for Sustainable Nation Building

Awarded by FARM MANAGEMENT ASSOCIATION OF NIGERIA (FAMAN).

LEADERSHIP ROLES

- ☀ President for Youth Division, Redeemed Christian Church of God (RCCG), Healing Porch Area, Egbeda, Lagos State (2021 - 2023).

AWARDS

- ☀ Best Contact Centre Agent, First City Monument Bank (FCMB), (2022).

HOBBIES AND INTERESTS

- 🌀 Learning based activities (Reading and researching).
- 🌀 Watching team sports (Football and Basketball).
- 🌀 Playing Scrabble

REFEREES

Available On Request.