

ADEDAMOLA ADERIBIGBE

Berger, Lagos State, Nigeria

+234-902-537-8069 | +234-903-893-1288 | aderibidamola@gmail.com

LinkedIn: <https://www.linkedin.com/in/aderibigbeadedamola>

CAREER OBJECTIVE

Customer-focused professional with experience in customer service, relationship management, program coordination, stakeholder communication, and operational support across education, technology, sales, and community-focused environments. Currently coordinating 90+ active training batches, supporting students and instructors, resolving service issues, managing escalations, and using CRM/LMS systems to monitor program activities and customer engagement. Experienced in handling customer enquiries, maintaining client relationships, coordinating follow-ups, and working across teams to resolve issues. Google-certified in Project Management with strong proficiency in Microsoft Office, Asana, Canva, and digital workflow tools. Seeking opportunities in Customer Experience, Customer Success, Customer Service, Client Relations, or Customer Operations.

AREAS OF EXPERTISE

- Customer Experience & Customer Success
- Customer Service & Relationship Management
- Customer Communication & Engagement
- Complaint & Escalation Management
- Stakeholder & Client Relationship Management
- CRM/LMS & Customer Data Management
- Program & Operations Coordination
- Customer Follow-up & Retention
- Issue Resolution & Service Recovery
- Team & Instructor Coordination
- Reporting & Performance Tracking
- Microsoft Office, Asana & Canva

KEY SKILLS AND EXPERTISE

- Building positive customer relationships through clear, responsive, and professional communication.
- Managing customer enquiries, complaints, escalations, and service-related issues to support timely resolution.
- Coordinating multiple customer-facing activities while maintaining service quality and operational efficiency.
- Using CRM/LMS platforms to track customer activities, program progress, records, and engagement.
- Communicating schedules, updates, changes, and service information to customers and other stakeholders.
- Collaborating with internal teams to resolve customer issues and improve the overall service experience.
- Maintaining accurate records and monitoring customer feedback, engagement, and operational performance.

EDUCATION

- **BSc. Microbiology:** Lagos State University, Lagos State 2019 – 2023

WORK EXPERIENCE

- **Program Manager:** Codar Tech Africa, Nigeria 2025 – 2026
 - Managed and coordinated 90+ active training batches, ensuring classes, schedules, and customer-facing activities ran smoothly.
 - Served as a key communication link between students, instructors, management, and internal teams, providing timely updates on schedules, changes, cancellations, and program activities.
 - Monitored class groups and student interactions to identify learning, service, and operational issues requiring attention.
 - Handled escalations involving instructor availability, scheduling conflicts, class disruptions, and other customer-facing concerns to minimize service interruptions.
 - Used CRM/LMS systems to track batch activities, instructor assignments, program progress, and student engagement.
- **Teacher (NYSC):** Mayflower School, Ogun State 2024 – 2025
 - Taught senior secondary Biology classes with a 90% student pass rate in midterm examinations.
 - Mentored 20 students, five of whom represented the school in state-level science competitions.
 - Introduced digital attendance and grade tracking systems, reducing administrative time by 60%.
 - Organized three science-focused extracurricular events, improving student interest in STEM subjects.
 - Provided weekly academic reports to the academic supervisor, ensuring timely student progress reviews.

Teacher (Biology & Science) City Light Bilingual High School, Lagos State

2023 – 2024

- Increased students' Biology test scores by 25% over two terms through interactive teaching and regular assessments.
- Designed and delivered weekly lesson plans for over 100 students, tailored to WAEC standards.
- Organized a science quiz competition that improved student engagement and participation by 40%.
- Introduced visual learning aids, resulting in a 30% improvement in retention among low-performing students.
- Collaborated with 10+ teachers to revise outdated curriculum content, ensuring alignment with current standards.

Coach Liaison / Experience Manager: Soul Clinic, Lagos State

2021 – December 2022

- Created and presented 10+ pitch decks that led to the successful onboarding of 25 volunteer coaches.
- Maintained regular communication with 20+ coaches, boosting engagement and response rates by 60%.
- Developed and managed a reporting system that streamlined coach feedback and saved 10+ hours monthly.
- Conducted monthly check-ins and training, reducing coach attrition rate by 40%.
- Oversaw performance tracking using Asana, ensuring 100% task completion and alignment with goals.

Connector (Volunteer): Potter's Transformation Christian Center, Ojo, Lagos State

2019 – 2023

- Welcomed and followed up with over 300+ first-time guests, achieving a 60% retention rate.
- Maintained a digital database of over 500 visitors, improving targeted outreach and communication.
- Sent personalized follow-up SMS and emails weekly, increasing event reattendance by 50%.
- Coordinated 15+ church events and outreach programs, improving volunteer participation by 30%.
- Collaborated with five departments to implement a seamless newcomer integration strategy.

Sales Representative: Mummy D's Venture, Ibeju Lekki, Lagos State

2015 – 2019

- Achieved a 30% increase in monthly sales by introducing bundled product offers and upselling techniques.
- Attended to 100+ customer inquiries monthly, maintaining a 90% customer satisfaction rate.
- Launched a referral program that boosted customer retention by 35%.
- Developed a manual stock tracking sheet, reducing stock shortages and over-ordering by 40%.
- Assisted in local marketing campaigns, resulting in a 20% rise in walk-in traffic and sales volume.

CERTIFICATIONS

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| • Certificate of National Service: National Youth Service Corps (NYSC) | 2025 |
| • Remanda Virtual Assistant Certification: Remanda SkillUp Academy (RESA). | 2024 |
| • Google Project Management Certificate: Google | 2023 |

VOLUNTEERING EXPERIENCE

- **Volunteer (NYSC):** Participated in community services and personal developmental projects executed by friends and colleagues and took part in various outings to sensitize the host community.

INTEREST

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| • Customer Experience & Service Innovation | • Community Engagement |
| • Technology-Driven Education | • Digital Content Creation |
| • Professional Development | • Leadership & Team Development |
| • Public Speaking & Mentorship | |

REFERENCE

- Available upon request