

ADENIJI OYINDAMOLA RAFIAT

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PROFESSIONAL SUMMARY

Versatile professional with over 3 years of experience and a blend of marketing, administrative, and teaching experience, specializing in client acquisition, relationship management, and operational efficiency. As a Marketing Associate, successfully opened over 100 new customer accounts, increased customer retention through proactive support, and boosted client satisfaction through effective cross-selling. Proven track record as a Secretary, optimizing office operations, reducing costs significantly, and improving time management systems. Demonstrated teaching and administrative skills during NYSC, streamlining school operations and enhancing student performance. Holds a Bachelor's degree in Banking and Finance, with a passion for driving productivity and delivering outstanding customer service.

CORE SKILLS AND COMPETENCIES

- ◆ **Client Relationship Management:** Proficient in building and maintaining strong relationships with clients, ensuring their needs are met and fostering loyalty through exceptional service.
- ◆ **Organizational and Time Management Skills:** Adept at managing multiple tasks and priorities efficiently, ensuring timely completion of projects and meetings while maintaining high accuracy.
- ◆ **Effective Communication:** Strong verbal and written communication skills, enabling clear and concise interaction with clients, team members, and stakeholders.
- ◆ **Analytical and Problem-Solving Skills:** Capable of identifying issues, analyzing data, and implementing effective solutions to enhance operational efficiency and improve customer satisfaction.
- ◆ Highly inclined in marketing, administrative support, front desk operations, office administration, customer service, and customer relationship management.

WORK EXPERIENCE

MARKETING ASSOCIATE

| Feb 2024 — Date |

Wema Bank, Lagos State.

- ◆ Successfully opened 100+ new customer accounts within the first 3 months, contributing to growth in the bank's customer base.
- ◆ Strengthened client relationships by consistently following up with customers and addressing their needs, resulting in a 25% improvement in customer retention.
- ◆ Actively contributed to a team-focused environment, leading to a 10% increase in team productivity and successfully achieving quarterly sales targets.
- ◆ Responded promptly to customer requests and inquiries, increasing client satisfaction scores by 20%, as reflected in post-service surveys.
- ◆ Identified and leveraged opportunities to cross-sell banking products, increasing revenue per client by 12% through tailored financial solutions.

SECRETARY

| Nov 2022 — Jan 2024 |

Ibrahim Technical Engineering Co Limited, Lagos State.

- ◆ Increased efficiency of office operations by optimizing filing systems and implementing electronic document management systems, resulting in a 25% reduction in paper usage and saved office space.
- ◆ Maintained a high level of accuracy in managing complex calendars, scheduling meetings, and arranging travel, resulting in a 95% on-time arrival rate and no missed appointments.
- ◆ Consistently decreased expenses by negotiating favorable contracts with vendors and suppliers, resulting in an average annual cost savings of N13,5M.
- ◆ Facilitated seamless communication by managing and responding to emails and phone calls, resulting in a 70% reduction in response time and improved client satisfaction.

BIO DATA

- Date of birth:
26/may/1999

AREAS OF EXPERTISE

- Client Acquisition/Retention
- Sales and Cross-Selling Skills
- Customer Service Excellence
- Data Management/Reporting
- Event Planning/Coordination
- Relationship Management
- Operational Efficiency
- Office Administration
- Budget Management
- Team Collaboration
- Cost Reduction

TECHNICAL SKILLS

- MS Office Suite (Word, Excel, Outlook, Access, Teams, PowerPoint)

- ◆ Streamlined the recruitment process by managing job postings, managing applications, and scheduling interviews, resulting in a 50% reduction in time-to-hire and an increased quality of candidates.

ADMINISTRATIVE ASSISTANT/CLASS TEACHER (NYSC)

| Dec 2021 — Oct 2022 |

Mosvic Akinbowale High School, Iperu, Ogun State.

- ◆ Reduced office supply expenses by 20% through implementing a new inventory management system.
- ◆ Created and maintained accurate and organized filing systems for important documents, leading to a 30% decrease in lost or missing files.
- ◆ Maintained error-free student records, and collaborated with other teachers to help achieve daily teaching and learning goals.
- ◆ Planned and organized educational and extracurricular activities for the students in accordance with the terms' calendar.
- ◆ Improved office efficiency by streamlining daily tasks, resulting in a 15% increase in productivity.
- ◆ Creatively taught various subjects to 40+ students with achieved 65% terminal pass mark.
- ◆ Served on a team that created short and long term schools' objectives in accordance with the principal's goals.

EDUCATION

BACHELOR OF SCIENCE (BSc), BANKING AND FINANCE (2.2)

| 2021 |

Lagos State University.

WEST AFRICAN EXAMINATION COUNCIL (WAEC)

| 2015 |

St. Mary College.

CERTIFICATION

CERTIFICATE OF NATIONAL SERVICE

| 2022 |

NYSC.

- CRM Software
- Google workspace
- Zoom

LANGUAGE

English

REFERENCE

Available on request