

Adeoye Miracle OLUWASEGUN (OND, B.Sc.)

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Address: Kola Ogunjale Street, Behind EcoBank, Iyana Ipaja, Alimosho, Lagos State.

OBJECTIVES:

A season account professional, a KYC analyst with over five years experience in corporate banking, skilled in customer relationship management, customer onboarding and handling exceptions in accordance with regulatory standards and geographical regions, client background checks and other compliance.

ACADEMIC AND PROFESSIONAL CERTIFICATIONS

Joint Professional Training Support (JPTS)

Project Management
Associate Member.

Global Wealth University

BSc. Mass Communication
Second Class Honours (Upper Division)
2023

Kwara State Polytechnic, Ilorin, Kwara State.

OND Mass Communication
2017

WORK EXPERIENCE

PAYCOM (OPAY) NIGERIA

March 2026 till date.

Customer service support Officer:

Duties:

- Provide customer support through inbound calls, live chat, and outbound calls to resolve account and transaction related issues.
- Handle customer complaints related to failed transactions, transfer, and payment disputes.
- Conduct rigorous due diligence on new and existing clients to verify compliance with regulations and company rules.
- Review KYC paperwork for new prospects to ensure compliance and assess business model risks.

POLARIS BANK NIGERIA

September 2025 – March 2026

Contact Centre Agent Officer:

Duties:

- Answered inbound calls, emails, chats, and social media enquiries promptly
- Provided accurate information about bank products and services
- Resolved customer complaints and escalated complex issues when necessary
- Escalated critical issues to relevant departments
- Assisted customers with transfers, account inquiries, and digital banking issues, mobile apps, USSD, ATMs, and POS
- Promote services like loans, savings, cards, and digital banking
- Log all customer interactions in the CRM system
- Maintain proper records of complaints, resolutions, and all customer interactions in the CRM system
- Provide feedback to improve customer experience

ECOBANK NIGERIA

2019 – August 2025

KYC Compliance Officer:

Duties:

- Collaborate with stakeholders to manage risks and maintain regulatory compliance by investigating and reporting any red flags or suspicious actions detected during the KYC review process.
- Conduct extensive reviews for high-risk clients using stratified risk level recommendations.
- Conduct rigorous due diligence on new and existing clients to verify compliance with regulations and company rules.
- Review KYC paperwork for new prospects to ensure compliance and assess business model risks.
- Ensure client onboarding documentation align with SOM criteria for account opening.
- Provide KYC reports on suspicious accounts and transactions.
- Provide accurate and complete documentation of KYC processes, procedures, and conclusions for internal and external audits.
- Verify the customer's identity and review documentation for accuracy.
- Use IBPS, MY SME APP, AOP, and FLEXCUBE expertise to determine the authenticity of foreign transactions and identify any unusual activity that could imply money laundering, fraud, or other financial crimes.

KWARA STATE TELEVISION AUTHORITY.

2017

SIWES.

Duties:

- Assist with various stages of television production, including pre-production, production, and post production.
- Help in drafting scripts for news, shows, or advertisements under supervision.
- Help in controlling and managing the broadcasting equipment.
- Assist in maintaining records, organizing files, and handling paperwork related to television programs.
- Participate in training sessions provided by the Television Authority to learn about different aspects of broadcasting.
- Assist in managing the television station's social media platforms by posting content and engaging with the audience.
- Assist in reviewing content to ensure it meets the broadcasting authority's regulations.
- Collaborating with production and editorial teams for smooth IT integration.
- Assisting with technical setup and execution of live broadcasts to ensure quality and minimal downtime.

CORE SKILLS

- Customer service and client support. Live chat.
- Customer relationship management (CRM).
- Compliant resolution.
- Microsoft Office Suite (MS Word, PowerPoint, Excel)
- Inbound and outbound call handling.

INTEREST & ACTIVITIES

- Reading and researching for self-development
- Travelling.
- Meeting new people and networking.

REFERENCE

Available on request.