

ADEYINKA MARIAM ODUKOYA

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SUMMARY

Dedicated and customer-focused professional with experience in customer experience management, customer service, relationship management, banking operations, complaint resolution, sales support, and administrative coordination. Proven ability to manage customer interactions, resolve service issues, improve customer satisfaction, and maintain positive client relationships. Skilled in communication, problem-solving, stakeholder engagement, and process improvement within fast-paced environments. Adept at delivering exceptional service experiences while supporting organizational goals and customer retention initiatives.

PROFESSIONAL SKILLS

- Customer Service & Customer Experience Management
- Customer Relationship Management (CRM)
- Complaint Resolution & Escalation Management
- Banking Operations Support
- Client Engagement & Retention
- Administrative Support & Office Management
- Communication & Interpersonal Skills
- Data Entry, Documentation & Record Management
- Problem Solving & Analytical Thinking
- Microsoft Office Suite (Excel, Word & PowerPoint)

WORK EXPERIENCE

Customer Experience Officer

Access Bank Plc, Victoria Island, Lagos State

2023 – Present

- Serve as the first point of contact for customers seeking information, support, and banking solutions.
- Respond promptly to customer inquiries through physical, telephone, and digital channels.
- Resolve customer complaints and service-related issues in line with established service standards.
- Support customer onboarding processes and provide guidance on banking products and services.
- Educate customers on digital banking platforms, products, and self-service channels.
- Conduct customer research and analysis to understand customer needs, preferences, and expectations.
- Process service requests and ensure timely resolution of customer concerns.
- Maintain accurate records of customer interactions, complaints, and service requests.
- Escalate complex issues to appropriate departments and follow up until resolution.
- Monitor customer feedback and recommend service improvement initiatives.
- Ensure compliance with banking regulations, operational procedures, and service standards.
- Support customer retention initiatives through proactive engagement and relationship management.
- Assist in gathering customer insights for business development and service enhancement.

Key Achievements

- Consistently delivered timely resolution of customer complaints and inquiries.
- Contributed to improved customer satisfaction through proactive service delivery.

Subject Teacher (NYSC)

Bravford ASDA Group of Schools, Ekiti State

2022 – 2023

- Prepared and delivered engaging lessons in Government and Civic Education.
- Developed lesson plans, teaching materials, assignments, and examination questions.
- Maintained accurate academic records and student progress reports.
- Provided academic guidance and mentorship to students.
- Managed classroom activities while maintaining discipline and an effective learning environment.
- Collaborated with colleagues and school management to achieve educational objectives.
- Participated in school meetings, workshops, and extracurricular activities.
- Assisted in preparing educational reports and administrative documentation.
- Monitored student attendance and behavioral development.
- Supported school administrative activities and record management functions.
- Facilitated effective communication between students, parents, and school authorities.

Key Achievements

- Successfully managed classroom activities and student engagement.
- Maintained accurate academic records and reporting processes.
- Supported students' academic development through effective instruction and mentorship.

Customer Care Representative / Sales Representative

Batodot Water, Ijebu-Ode, Ogun State

2013 – 2016

- Managed inbound and outbound customer communications through phone calls and direct interactions.
- Responded to customer inquiries regarding products, pricing, and services.
- Identified customer needs and recommended appropriate products and solutions.
- Processed customer orders and maintained accurate sales records.
- Assisted customers in resolving complaints and service-related concerns.
- Maintained customer databases and updated customer information records.
- Prepared daily, weekly, and monthly sales reports for management review.
- Followed up with customers to ensure satisfaction and encourage repeat business.
- Supported promotional campaigns and customer acquisition activities.
- Built and maintained strong customer relationships to improve customer loyalty.
- Assisted in achieving sales targets through effective customer engagement.
- Collaborated with team members to improve customer service delivery and operational efficiency.

Key Achievements

- Built strong customer relationships that supported repeat business.
- Contributed to increased customer satisfaction through effective complaint resolution.
- Maintained accurate sales and customer records to support operational reporting.

EDUCATION

- **Bachelor of Arts (B.A.) Philosophy**

Olabisi Onabanjo University, Ago-Iwoye, Ogun State

2016 – 2020

CERTIFICATIONS

- National Youth Service Corps (NYSC), 2023
- Certified Member, International Institute of Project and Safety Management (IIPSM), 2023

TECHNICAL SKILLS

- **Communication & Collaboration:** Microsoft Teams, Zoom, Google Meet, Outlook
- **Productivity & Workspace Tools:** Google Workspace (Docs, Sheets, Drive, Calendar), Microsoft Office Suite
- **Customer Support & CRM Systems:** CRM Platforms, Oracle Applications, Customer Ticketing & Resolution Systems

KEY STRENGTHS

- Strong Communication and Interpersonal Skills
- Excellent Analytical and Problem-Solving Skills
- High Level of Integrity and Confidentiality
- Strong Attention to Detail and Accuracy
- Leadership and Team Collaboration
- Excellent written and verbal communication skills.
- Able to manage multiple tasks and meet deadlines.
- Available for Remote, Hybrid, and On-site opportunities.

Interests: Customer Experience • Customer Relationship Management • Banking Operations • Customer Success • Administrative Operations • Professional Development • Leadership Development • Communication & Relationship Building • Continuous Learning • Community Development