

AJEIGBE AMINAT ADEOLA

CUSTOMER EXPERIENCE | EXECUTIVE ASSISTANT | VIRTUAL ASSISTANT | REMOTE SUPPORT

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PROFESSIONAL SUMMARY

Customer-focused and highly organized professional with 4+ years of combined experience across customer service, client support, account coordination, and business operations. Experienced in email and chat support, customer inquiries, complaint resolution, client communication, account support, follow-up, documentation, and administrative coordination across banking, e-commerce, and IT environments. Strong communicator with excellent problem-solving, organization, multitasking, and time-management skills, with the ability to work independently and collaboratively in remote environments.

CORE SKILLS

CUSTOMER SERVICE

Customer Support • Customer Experience • Email & Chat Support • Customer Inquiry Management • Complaint Resolution • Escalation • Customer Satisfaction • Client Communication • Account Support

OPERATIONS & ADMINISTRATION

Operations Support • Client & Account Coordination • Record Management • Document Preparation • Data Management • Reporting • Cross-functional Collaboration • Workflow Support

EXECUTIVE & VIRTUAL ASSISTANCE

Virtual Assistance • Administrative Support • Email Management • Schedule Coordination • Task & Priority Management • Meeting/Appointment Coordination • Data Entry • Documentation • Research

TECHNICAL & PROFESSIONAL

Microsoft Office • Microsoft Excel • Google Workspace • CRM & Ticketing Systems • Written Communication • Problem Solving • Conflict Resolution • Time Management • Multitasking • Remote Collaboration

PROFESSIONAL EXPERIENCE

CALL CENTRE / CUSTOMER SUPPORT AGENT

United Bank for Africa (UBA) – Hybrid Role | January 2025 – March 2025

- Handled customer inquiries and complaints through multiple support channels while maintaining a professional, customer-focused approach.
- Provided accurate information regarding banking services, transactions, and account-related concerns.
- Assisted customers with service and account issues and escalated complex cases when necessary.
- Documented customer interactions, requests, and unresolved cases to support effective follow-up.
- Followed up on outstanding customer concerns and worked with internal teams to support timely resolution.

CUSTOMER SERVICE REPRESENTATIVE

Chowdeck – Hybrid Role | March 2024 – January 2025

- Managed customer inquiries through email and chat support channels, providing timely and professional assistance.
- Responded to questions relating to orders, accounts, services, and customer concerns.
- Resolved customer complaints professionally and escalated complex or unresolved issues when required.
- Maintained accurate records of customer interactions, issues, resolutions, and follow-up activities.
- Followed up on outstanding requests and collaborated with internal teams to support smooth service delivery.

CLIENT SUPPORT / ACCOUNT COORDINATOR

Young Legacy (IT) | October 2021 – April 2023

- Assisted clients with service-related inquiries, account support, and general requests.
- Coordinated communication between clients and internal teams to support efficient service delivery.
- Maintained accurate client records, documentation, and account information.
- Supported timely resolution of client requests and service-related concerns through follow-up.
- Provided administrative and customer support to improve day-to-day operational efficiency.

EDUCATION

Postgraduate Diploma (PGD) in Economics

University of Abuja

Higher National Diploma (HND) in Accounting

Kwara State Polytechnic, Ilorin

National Diploma (ND) in Accounting

Kwara State Polytechnic, Ilorin

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

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- ICAN – In Progress
 - HubSpot Customer Service Certification – In Progress

REMOTE WORK & ADDITIONAL INFORMATION

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- Open to remote opportunities with international companies.
 - Comfortable working across different time zones.
 - Strong written communication for email and chat-based support.
 - Adaptable to new software, systems, and digital workflows.
 - Fast learner with strong problem-solving abilities.
 - Comfortable working independently and collaboratively in remote teams.
 - Excellent interpersonal, organizational, and time-management skills.
 - Strong attention to detail and commitment to professional customer service.

PROFESSIONAL STRENGTHS

Customer-focused, dependable, adaptable, and organized, with a strong ability to communicate clearly, manage competing priorities, maintain accurate documentation, and support customers and internal teams in fast-paced service environments.