

**AMODU GANIYU BAMIDELE**

***Lagos, Nigeria***

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## **PROFESSIONAL SUMMARY**

Results-driven Customer Relationship Officer with over three years of experience in customer engagement, market analysis, and relationship management within the banking sector. Proven track record of improving customer satisfaction, driving retention strategies, and supporting revenue growth. Recognized twice as Employee of the Month for outstanding performance. Adept at working under pressure, cross-functional collaboration, and delivering data-informed solutions.

## **WORK EXPERIENCE**

Customer Relationship Officer

\* Lifter Microfinance Bank, Lagos

March 2024 – Present

- ★ Respond to customer inquiries and resolve complaints, improving customer satisfaction and retention.
- ★ Develop and implement customer engagement and marketing strategies to attract and retain clients.
- ★ Manage and update customer databases, ensuring data accuracy and compliance.
- ★ Conduct market research to analyze customer behavior and identify growth opportunities.
- ★ Collaborate with accounts and credit teams to support loan processing and client management.
- ★ Built and maintained strong relationships with clients and business partners.
- ★ Awarded Employee of the Month (2x) for exceeding performance targets.

## **EDUCATION**

Ordinary National Diploma (OND) in Accountancy

Yaba College of Technology (YABATECH), Lagos, 2025

## **PROFESSIONAL TRAINING & CERTIFICATIONS**

- ★ Product Management (In View) – 3MTT, 2026
- ★ Project Management (Business Growth & Development) – Development Bank of Nigeria, 2026
- ★ Business Branding & Communication – Development Bank of Nigeria, 2026
- ★ Credit Management & Access to Finance – Development Bank of Nigeria, 2026
- ★ Accounting & Bookkeeping – Development Bank of Nigeria, 2025

- ★ Psychology in Customer Service – Igenium Skill Development Initiative, 2025
- ★ Website Design & Development – Talent Croft Tech Institute, 2025
- ★ Business Analysis – TechCrush Institute, 2025
- ★ AI Automation – Talentcroft Tech Institute, 2025
- ★ Marketing & Sales Techniques – Development Bank of Nigeria, 2024
- ★ Human Resource Management – Development Bank of Nigeria, 2024
- ★ Microsoft Office (Word & Excel) – Climax Computer Institute, 2022
- ★ IFRS-Based Financial Statement Masterclass Seminar, 2025

### **CORE COMPETENCIES**

- ✓ Customer Relationship Management (CRM)
- ✓ Client Retention Strategies
- ✓ Market Research & Analysis
- ✓ Credit & Financial Analysis
- ✓ Business Development
- ✓ Data Management
- ✓ Microsoft Office Suite
- ✓ Communication & Negotiation
- ✓ Time Management
- ✓ Team Collaboration

### **REFERENCES**

Available upon request.