

AROBIOJO VICTOR AYODEJI

CUSTOMER SERVICE | ADMINISTRATIVE SUPPORT

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Lagos, Nigeria

SUMMARY

Detail-oriented Peace and Conflict Resolution graduate with hands-on experience leading customer service operations, supporting human resources administration, and handling confidential case documentation in a law enforcement setting. Skilled at resolving escalated client issues calmly, keeping accurate records, and coordinating people, schedules, and information so that daily operations run without delay. Experienced in training new team members, monitoring service quality, and following up on client requests until they are fully resolved. Brings a disciplined approach to documentation, filing, and reporting, which supports dependable tracking and smooth handovers between teams. Communicates clearly with clients, colleagues, and management, and stays organised and productive under pressure. Seeking a Customer Service, Administrative Office, or Logistics Officer role where strong coordination, accuracy, and reliability will add measurable value.

EXPERIENCE

Study Across Globe – Lagos, Nigeria

CUSTOMER SERVICE LEADER

01/2025–12/2025

- Led the customer service team to ensure prompt and professional responses to client inquiries across the admission process.
- Supervised daily customer support operations and resolved escalated customer issues to the satisfaction of clients and management.
- Trained and mentored new customer service staff, helping them maintain high service standards and work confidently with clients.
- Monitored customer satisfaction and followed up on open requests so that clients stayed informed until their matters were completed.
- Kept clear records of client inquiries and their outcomes, which made follow-ups consistent and ensured that no request was left unresolved.

ASSISTANT HUMAN RESOURCE MANAGER

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- Supported HR operations by assisting with recruitment and coordinating interviews between candidates, hiring managers, and the wider management team.
- Handled the onboarding of new employees, including the collection and organisation of employee documentation required for their files.
- Maintained personnel records, ensuring HR files were accurate, organised, and always ready for review by management.
- Supported employee relations, internal communication, and other administrative HR functions to keep the workplace running smoothly each day.
- Worked closely with management to improve staff coordination, workflow, and overall workplace efficiency across departments.

CORE SKILLS & COMPETENCIES

CUSTOMER SERVICE & CLIENT RELATIONS

Client Support | Complaint Resolution & Escalation
Handling | Customer Satisfaction Monitoring |
Service Follow-Up | Team Leadership & Staff
Training

ADMINISTRATIVE & OFFICE OPERATIONS

Records & Document Management | Filing
Systems & Data Accuracy | Interview & Meeting
Coordination | Onboarding Administration

LOGISTICS & COORDINATION SUPPORT

Process Tracking & Follow-Up | Scheduling &
Task Prioritisation | Cross-Department
Coordination | Documentation Control |

KEY ACHIEVEMENTS

Led a customer service team and maintained consistently prompt, professional responses to client inquiries throughout the admission process.

Moved from leading customer service into an Assistant Human Resource Manager role within the same organisation, reflecting management's trust in his reliability and performance.

Kept personnel records and HR files accurate and up to date, supporting smooth recruitment, onboarding, and day-to-day staff administration.

TOOLS

OFFICE & DOCUMENTATION

Microsoft Word | Microsoft Excel | Microsoft
Outlook | Google Workspace | PDF
Management

CUSTOMER & TICKET MANAGEMENT

CRM Systems | Ticketing & Case Tracking |
Email & Live Chat Support | Call Handling

EXPERIENCE

State Criminal Investigation Department (CID) Headquarters –
Ado-Ekiti, Nigeria

INTERN

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- Assisted officers across the Investigations, Homicide, and Court Services departments with daily administrative and case support duties.
- Supported the preparation, filing, and organisation of investigation reports and case documents, keeping records orderly and easy to retrieve.
- Observed legal and court procedures, gaining practical exposure to how information and cases move between departments and institutions.
- Handled confidential information with discretion and professionalism, following strict rules on how sensitive records were kept and shared.
- Developed strong analytical, communication, and teamwork skills while working under pressure and strict deadlines in a high-pressure environment..

EDUCATION

Federal University Oye-Ekiti, Nigeria | Second Class Upper Division
Bachelor of Science (B.Sc) in Peace and Conflict Resolution

REFERENCES

Available On Request