

AYADI ADENIKE TEMITOPE
Phone: +2349166547429
Email: Adenikeayadi@gmail.com
Address: Lagos State, Nigeria.

**Customer Service | Administration | Sales | Operations |
Management**

CAREER SUMMARY

Professional with 3+ years' experience in banking, sales, relationship building, management and marketing. Proven track record of resolving high trust client problems and issues, promoting bank products, and streamlining operations for enhanced efficiency. Competent at building trust & loyalty through exceptional communication and relationship management, leveraging technology and time management skills to deliver lasting customer experiences. Excel at driving cross-functional collaboration to achieve business goals.

PROFESSIONAL EXPERIENCE

Loan Collection Officer —Snappy Credit, Ikeja, LagosState. (February 2025 – July 2026)

- Follow up with clients on outstanding loan repayments professionally and consistently
- Negotiate flexible repayment arrangements while ensuring compliance with company policies
- Resolve customer complaints and enquiries, improving customer satisfaction and retention
- Maintain accurate records of payments, communication logs and client status updates
- Achieve repayment targets through effective communication and persuasion strategies

**Secretary — Tredmax Studio, Reuben Crescent Wuye, Abuja.
(April – September 2025)**

- Managed office documentation, scheduling and correspondence to ensure smooth daily operations
- Provided administrative support to management and staff, enhancing workflow efficiency
- Maintained customer and client records with high accuracy and confidentiality
- Handled walk-in clients and phone enquiries, delivering excellent customer service
- Assisted in organizing meetings and studio activities, improving coordination

Teacher / Administrator — Jublad International School, Ogun State. (Nov 2022 – Nov 2023)

- Standardized lesson plans, improving teaching effectiveness by 69%.
- Designed engaging lessons that boosted daily student participation to 85%.
- Accurate grading of assessment with 100% precision, ensuring transparency.
- Improved classroom discipline, reducing disruption by 30% from previous term.
- Taught health education, raising students' knowledge of healthy lifestyle by 78%
- Built strong rapport with students and parents, ensuring seamless info exchange.
- Collaborated with 5+ teachers to organise inter-school quizzes and debates, enhancing extracurricular engagements.

Banking Agent — First Bank of Nigeria, Ondo State. (Feb 2020 – Sept 2022)

- Promoted the bank's brand and services, building trust and loyalty.
- Resolved billing disputes within 24 hours, enhancing customer satisfaction.
- Upsold products contributed a 10% boost in cross-sales on savings accounts.
- Ensured seamless client experiences, achieving 100% accuracy in transactions.
- Trained & supported new hires, accelerating onboarding and service efficiency.
- Monitored complaints recommended improvements to resolve recurring issues.
- Conducted account opening verifications, ensuring compliance with KYC regulations and achieving a 100% accuracy rate.

EDUCATION

B.Sc. Business Administration (Accounting) — Kwame Nkrumah University of Science & Technology, Ghana — 2020

Diploma – Computer Operations — Kwame Nkrumah University of Science & Technology, Ghana
— 2020

PROFESSIONAL SKILLS

- **Communication:** Excellent written and verbal communication skills in English, Yoruba, and Pidgin English, with the ability to convey information clearly, build trust, and foster strong customer relationships.
- **Negotiation:** Skilled in engaging diverse customer personas, resolving concerns, and negotiating outcomes that deliver value to both the organization and clients.
- **Operational Efficiency:** Proven ability to enhance workflow efficiency, ensure compliance, and deliver high-trust customer experiences through optimized processes and effective service delivery.
- **Creative & Analytical Thinking:** Strong ability to develop innovative solutions, resolve complaints efficiently, and apply critical thinking to improve service outcomes.
- **Customer Relationship & Social Selling:** Experienced in building and maintaining trusted financial and customer relationships, driving engagement, and promoting client-focused solutions.
- **Technology Proficiency:** Competent in the use of banking applications, CRM tools, Microsoft Office Suite, and Windows/Android operating systems.

CORE COMPETENCIES

- Business Communication
- Customer Retention Strategies
- Administrative Procedures
- Relationship Building
- Sales & Marketing Strategy
- Client Support

- Microsoft Office Suite
- CRM Tools
- Data Analytics

SOFT SKILLS

- Active Listening
- Emotional Intelligence
- Negotiation
- Adaptability
- Team Collaboration