

ADEYEMI ITUNU AYOMIDE

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SUMMARY

Highly motivated and results-driven accounting graduate with a solid foundation in financial management, customer relationship management and administrative operations. Skilled in resolving customer inquiries, managing transactions, and maintaining strong client relationships through clear communication and problem-solving. Possesses exceptional communication, organizational, and leadership skills, with a proven ability to build positive relationships, deliver high-quality support, and an innate ability to adapt to new environments.

WORK EXPERIENCE

Customer Care Officer

Access Bank Plc, Nigeria

August 2025 – Present

- Managed and tracked customer interactions, inquiries, and complaints using structured systems to ensure timely resolution and follow-up.
- Promote customer satisfaction and retention by building positive relationships and demonstrating professionalism and confidentiality at all times.
- Maintain strict compliance with data security and confidentiality standards when handling sensitive customer information.
- Collaborate with internal teams (operations, IT, and support units) to escalate and resolve complex issues efficiently.
- Contributed to improving operational efficiency and customer experience by reducing reliance on manual service processes and enhancing accessibility to core services.

Credit and Customer Service Officer

Greenville Microfinance Bank

April 2025 - August 2025

- Evaluated loan applications and assessed creditworthiness of clients.
- Monitored loan portfolio to ensure timely repayments and minimized default risks.
- Provided financial advice and support to customers, promoting responsible borrowing.

- Ensured compliance with internal policies and regulatory guidelines.
- Demonstrate excellent time management by multitasking across multiple customer requests while maintaining accuracy and attention to detail.
- Consistently deliver quick turnaround times on customer requests, supporting operational efficiency and service excellence.

Accounting Teacher (NYSC Placement)

C.S.S Obollo-Eke, Enugu

June 2024 – June 2025

- Delivered Accounting lessons, simplifying complex financial principles for easy understanding.
- Developed lesson plans, prepared learning materials and assessed student's progress.
- Improved student's interest and performance in accounting through engaging teaching methods.
- Assisted with basic administrative duties, record-keeping and internal communication within the school.

Class Teacher

Ade's Progressive School - Ayede, Ifo, Ogun state.

February 2021- January 2022

- Created and implemented engaging lesson plans that were in line with the local curricular framework and educational standards.
- Utilized a variety of teaching methods and resources to cater to different learning styles and abilities within the classroom.
- Effectively managed classroom behavior and maintained discipline to ensure a conducive learning atmosphere.
- Conducted regular assessments and utilized formative and summative evaluation methods to track student progress and provide constructive feedback.

EDUCATION

Ahmadu Bello University- Zaria, Kaduna state.

2026

Bsc Accounting (in veiw)

Abraham Adesanya Polytechnic -Ijebu-Igbo, Ogun State.

2018-2023

Higher National Diploma (HND) in Accounting (UPPER CREDIT)

SKILLS

- Communication & Presentation
- Organizational & Planning Skills
- Problem-Solving Abilities & Conflict Resolution
- Microsoft Office Suite (Excel, Word, PowerPoint)
- Team Collaboration
- Time Management
- Clear Communication & Active Listening
- Data Entry & Accuracy
- Customer Retention & Relationship Management

VOLUNTEERING ACTIVITIES

NDLEA Community Development Service (CDS) Group, Enugu State

Treasurer

June 2024 – June 2025

- Maintained accurate financial records and ensured timely documentation of all group financial transactions.
- Managed monthly contributions from all members and monitored all group expenses to ensure budget compliance.
- Coordinated the planning and execution of community outreach programs, handling the budgetary aspects from initiation to completion.
- Ensured transparency and accountability in fund disbursement and provided financial guidance to executive members.
- Participated in the planning and execution of drug abuse awareness campaigns within Enugu State secondary schools while assisting with budgeting, logistics and materials procurement.
- Facilitated informal peer-to-peer knowledge-sharing sessions on saving habits and simple book-keeping practices for NYSC members.

REFERENCES

Available on request.