

ADEKUNLE OLUWADAMILARE ONI

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Summary

Results-driven Credit Collections, Customer Service, and administrative professional with experience managing high-volume customer interactions, recovering overdue accounts, maintaining accurate records, and supporting efficient office operations. Skilled in repayment negotiation, borrower engagement, issue resolution, customer retention, and meeting performance targets in fast-paced environments.

Experience

Credit Specialist | CashXpress Nigeria Limited | Festac, Lagos State

August 2026 – Present

- Manage delinquent loan portfolios, track repayment commitments, and follow up to improve recovery outcomes.
- Conduct skip tracing to locate unreachable customers and re-establish repayment communication.
- Negotiate settlements, restructures, and repayment terms aligned with recovery goals.
- Contribute to PAR reduction by prioritizing high-risk accounts and consistent follow-up.

Credit Risk & Collection Agent | Renmoney Microfinance Bank | Ikoyi, Lagos State

February 2024 – 2026

- Deliver professional, firm, and customer-focused communication
- Contact borrowers via calls, SMS, email, and other channels to recover overdue payments
- Negotiate repayment plans and settlement options based on customers financial situations
- Manage a portfolio of loan accounts to identify overdue and high-risk customers
- Maintain accurate and up-to-date records of all customer interactions and payment activities.

Credit Analyst & Collection Agent | Palmpay Limited | Ikeja, Lagos State

May 2022 – February 2024

- Maintained accurate records of collections activities, payment promises, and customer interactions on CRM
- Educated customers on Palmpay Credit terms, repayment schedules, and financial discipline to reduce repeat
- Analyzed customer creditworthiness, repayment behavior, and transaction history to assess risk and approve restructuring
- Contact borrowers via calls, SMS, email, and other channels to recover overdue payment

Customer Service Representative | Kesington Adetutu Foundation (KAAF) | Iperu-Remo, Ogun State

January 2022 – May 2023

- Handled 80–120 customer inquiries daily via phone, email, and chat with a 95% customer satisfaction rating
- Resolved customer complaints and issues within SLA, reducing repeat contacts by 30%
- Processed orders, returns, and account updates with 99% data accuracy
- Improved customer retention by 20% through effective problem-solving and personalized support
- Collaborated with internal teams to resolve escalations, cutting resolution time by 25%

Administrative Assistant | Babcock University | Ilishan-Remo, Ogun State

January 2015 – December 2016

- Managed daily office operations and scheduling for 5+ staff, improving workflow efficiency by 30%
- Prepared reports, correspondence, and records with 99% accuracy and on-time delivery
- Coordinated meetings, travel, and calendars, reducing scheduling conflicts by 40%
- Maintained filing systems and databases, improving document retrieval time by 35%
- Supported management with administrative tasks, increasing overall productivity by 25%

Education and Training

Bachelor of Science in Political Science | Babcock University

Degree obtained September 2023

Certifications

- Skills Training, Jobberman, 04/01/21
- Certificate in International Relations, Alison, 08/01/23
- Middle Management Certificate, Alison, 08/01/23
- Intro to Alternative Dispute Resolution, Alison, 08/01/23
- Attract Online Customers, Jobberman, 03/01/25
- Digital skills, Jobberman, 03/01/25

Hobbies and Interests

- Office Management & Administration
- Process Improvement • Community Engagement
- Research & Continuous Learning

Professional Development

- Leadership Workshops - Training in workplace communication and office management.
- Policy Analysis Training - Gained insight into administrative processes and governance.

Skills & abilities

- Customer support and client relationship management
- Professional communication and call handling
- Complaint resolution and problem-solving
- Order processing and data entry accuracy
- Time management and multitasking
- Office administration and recording management
- Scheduling, calendar, and meeting coordination
- Report preparation and documentation
- Team collaboration and cross-functional support
- Attention to detail and service efficiency

References

Available upon request.