

ADEWUMI MAYOWA JOHN

Lagos, Nigeria | 07032610710 | adewumimayowa15@gmail.com

TARGET ROLE

Customer Support Specialist | Customer Service | Contact Centre

PROFESSIONAL SUMMARY

Customer-focused Customer Support Specialist with hands-on experience providing live chat and email support in a fast-paced digital banking environment. Experienced in handling 85+ customer interactions daily, resolving customer enquiries, documenting issues in CRM systems, and maintaining SLA-focused service. Brings additional customer-facing and management experience from hospitality, with strong communication, empathy, problem solving, attention to detail, and multitasking skills.

CORE COMPETENCIES

Customer Support • Live Chat & Email • Customer Experience • CRM / Intercom • SLA Compliance • Customer Enquiries • Problem Solving • Communication • Conflict Resolution • Attention to Detail • Multitasking

PROFESSIONAL EXPERIENCE

Customer Support Specialist (Live Chat & Email) | Kuda Microfinance Bank, Lagos

October 2025 – Present

- Handle 85+ customer chats and emails daily while maintaining SLA compliance in a high-volume digital banking environment; maintain 98–100% QA monthly and 100% CSAT performance.
- Resolve customer enquiries and service issues efficiently using clear, accurate, and empathetic communication.
- Use Intercom CRM to document, track, manage, and escalate customer issues through appropriate workflows.
- Provide timely and accurate responses across live chat and email channels while maintaining professionalism.
- Manage multiple customer interactions simultaneously while maintaining attention to detail and consistent service quality.

Waiter | Lagos Continental Hotel, Lagos

March 2025 – September 2025

- Delivered attentive customer service in a fast-paced hospitality environment while responding to multiple guest needs.
- Managed guest requests efficiently while maintaining service quality, professionalism, and attention to detail.
- Supported customer satisfaction through responsiveness and consistent service standards.

Intern Dietitian | University of Nigeria Teaching Hospital, Enugu

January 2024 – December 2024

- Assisted with patient nutrition assessments and meal planning in a clinical environment.
- Collaborated with healthcare professionals to support patient care and departmental activities.
- Strengthened communication, documentation, teamwork, and attention to detail through patient-facing responsibilities.

Manager | Tocas Guest House, Owo

April 2019 – December 2023

- Supervised daily guest-house operations and coordinated staff activities to support smooth service delivery.
- Managed customer relationships and responded to guest complaints and requests professionally.
- Oversaw administrative functions and day-to-day operational activities.
- Supported consistent service delivery through effective customer communication and operational coordination.

NYSC Teacher | Owo High School, Owo

March 2020 – February 2021

- Delivered lessons and managed classroom activities while maintaining clear and effective communication.
- Developed strong interpersonal, organization, and communication skills through daily engagement with students and colleagues.

Waiter / Kitchen Assistant (IT) | Best Western Plus Mydas Hotel, Owo

January 2018 – March 2018

- Supported kitchen and service teams with daily operational activities.
- Maintained hygiene and food-service standards while assisting with quality dining experiences.

Industrial Training (IT) | Federal Medical Centre, Owo

October 2017 – December 2017

- Assisted with nutrition-related duties within a hospital setting.

- Supported patient-care activities and departmental operations.

EDUCATION

2015 – 2019 B.Sc., Nutrition and Dietetics — University of Nigeria, Nsukka

2012 – 2014 OND, Nutrition and Dietetics — Rufus Giwa Polytechnic, Owo

2006 – 2012 WAEC — Adedewe College, Owo

2000 – 2005 FSLC — Ajoke Model Nursery and Primary School, Ilorin

SKILLS

Customer Support • Live Chat & Email • Intercom CRM • Customer Experience • SLA Compliance • Problem Solving • Communication • Conflict Resolution • Attention to Detail • Time Management • Multitasking

LANGUAGES

English — Fluent | Yoruba — Fluent

REFEREES

Available on request.