

AKEEM TEMITOPE MARIAM

Lagos, Nigeria | Open to Remote & Hybrid Opportunities
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PROFESSIONAL SUMMARY

Customer-focused and results-oriented Customer Service and Sales professional with hands-on experience supporting customers across phone calls, email, WhatsApp, and other communication channels. Experienced in handling 50+ customer interactions daily and approximately 100 interactions during weekend duty periods, with strong skills in complaint resolution, customer follow-up, CRM systems, data entry, and administrative support. Progressed from Customer Sales Representative to Team Lead, taking on additional responsibility for monitoring and recording team performance using Excel. Currently pursuing a BSc in Banking & Finance at Lagos State University of Science and Technology (LASUSTECH), alongside CIBN studies. Known for active listening, patience, problem-solving, accurate record keeping, and reliable attendance.

CORE SKILLS

Customer Service & Customer Care • Customer Relationship Management (CRM) • Complaint Resolution • Customer Follow-up • Phone & Chat Support • Email Support • WhatsApp Business • Sales Support • Team Performance Monitoring • Data Entry & Record Keeping • Microsoft Word & Excel • Google Workspace • Administrative Support • Communication & Active Listening • Problem Solving • Time Management • Remote Customer Support

PROFESSIONAL EXPERIENCE

QUACK FINANCIAL LTD

Customer Service Representative → Team Lead | 2024 – 2026 | Lagos, Nigeria / Remote Weekend Duty

- Progressed from Customer Sales Representative to Team Lead based on performance and ability to take on additional responsibilities.
- Provided customer support through phone calls, email, WhatsApp, and other available communication channels.
- Handled an average of **50+ customer interactions per day**, increasing to approximately **100 interactions during weekend duty periods** when customers had no access to physical branches.
- Listened carefully to customers' concerns, identified their needs, provided appropriate solutions, and escalated issues when necessary.
- Followed up with customers to ensure their concerns were properly addressed and support was completed.
- Used the company's CRM system to access customer information and manage customer interactions efficiently.
- Maintained accurate customer and service-related information while attending to multiple customer requests.
- As Team Lead, used **Microsoft Excel** to record and monitor team members' work performance and prepare performance updates.
- Supported team coordination by keeping track of work completed and communicating performance updates.
- Maintained reliable attendance and adapted to both physical weekday operations and remote weekend customer-support duties.
- Worked toward customer service and performance KPIs, achieving a **76% KPI result** during the role.

EDUCATION

LAGOS STATE UNIVERSITY OF SCIENCE AND TECHNOLOGY (LASUSTECH)

BSc Banking & Finance — 300 Level | Currently Enrolled

LAGOS STATE POLYTECHNIC (LASPOTECH)

National Diploma (ND), Banking & Finance | 2021 – 2024 | **Upper Credit**

PROFESSIONAL DEVELOPMENT

Chartered Institute of Bankers of Nigeria (CIBN) — Currently pursuing professional banking development alongside BSc studies.

ADDITIONAL SKILLS

Customer communication • Sales and customer engagement • Team coordination • Performance reporting • Microsoft Office • Google Workspace • CRM platforms • WhatsApp Business • Social media communication • Administrative support • Fashion design

WORK PREFERENCE

Target roles: Customer Service • Customer Support • Customer Care • Chat Support • Sales Support • Client Support • Administrative Support • Virtual Assistant

Work arrangement: Open to Remote, Hybrid and suitable On-site opportunities in Lagos.