AYODELE ODUNAYO CHRISTIANAH

Customer Service Representative | Customer Support | Administrative Support

Lagos, Nigeria | 08107271053 | christianahayodele47@gmail.com

PROFESSIONAL SUMMARY

Customer-focused and adaptable professional with experience in customer service within an outsourcing environment. Skilled in handling customer enquiries, resolving complaints, verifying customer information, documenting interactions, and maintaining professional communication across different customer service operations. Experienced in supporting **MultiChoice/GOTV** customers and later transferred to the **Airtel** line of business, where responsibilities included customer support, KYC processes, and verification of customer details. Holds a B.Sc. (Ed.) in Chemistry and has additional training in data analysis, with basic knowledge of Excel, CRM systems, Microsoft Office, and data entry.

PROFESSIONAL EXPERIENCE

OUTCESS SOLUTIONS LIMITED — Lagos, Nigeria

Customer Service Representative | November 2025 – September 2026

- Provided professional customer support and assistance within a fast-paced outsourcing environment.
- Handled customer enquiries, complaints, requests, and service-related issues while maintaining a professional and customer-focused approach.
- Communicated clearly with customers and provided accurate information based on established procedures.
- Documented customer interactions and maintained accurate records using CRM systems.
- Demonstrated strong listening, problem-solving, and conflict-resolution skills when handling difficult customer situations.
- Worked effectively with team members and followed company policies, procedures, and service standards.

MultiChoice/GOTV Line of Business

- Assisted customers with enquiries and service-related concerns relating to GOTV.
- Responded to customer complaints and provided appropriate resolutions or escalations where necessary.
- Maintained accurate customer records and documented interactions in the CRM system.
- Communicated service information clearly while maintaining a professional customer experience.

Airtel Line of Business — Final Three Months

- Transferred to the Airtel line of business approximately three months before completing service.
- Assisted customers with enquiries, complaints, and account-related concerns.
- Performed KYC (Know Your Customer) processes and verified customer information in line with operational requirements.
- Reviewed and confirmed customer details to support accurate account information and compliance procedures.
- Handled customer information responsibly while maintaining accuracy and confidentiality.
- Adapted quickly to a new line of business, systems, processes, and customer requirements.

EDUCATION

UNIVERSITY OF ILORIN

Bachelor of Science (Education) — Chemistry (B.Sc. Ed.) | 2024

CERTIFICATIONS & TRAINING

Data Analysis for Beginners — Tech4Dev

Data Analysis Course — Coursera (In Progress)

CORE SKILLS

- Customer Service & Customer Support
- Complaint Handling & Resolution
- Communication Skills
- Problem Solving
- KYC & Customer Verification
- CRM Software
- Data Entry & Record Management
- Microsoft Excel
- Microsoft Office
- Customer Relationship Management
- Attention to Detail
- Teamwork & Collaboration
- Adaptability
- Time Management
- Professional Communication

KEY PROFESSIONAL STRENGTHS

- **Customer Focus:** Maintains a professional and helpful approach when handling enquiries, complaints, and service requests.
- **Adaptability:** Successfully transitioned between different lines of business and learned new processes and customer requirements.
- **Attention to Detail:** Experienced in verifying customer information, maintaining accurate records, and following KYC procedures.
- **Communication:** Able to explain information clearly and interact professionally with customers and colleagues.
- **Problem Solving:** Identifies customer needs, provides appropriate assistance, and escalates issues when required.

ADDITIONAL INFORMATION

National Youth Service Corps (NYSC): Completed September 2026

Availability: Available for full-time employment

References: Available upon request

CAREER INTERESTS

Customer Service | Customer Support | Contact Centre Operations | KYC & Verification | Administrative Support | Operations

Professional references can be provided upon request.