

# OLADOYE AYOMIDE CHRISTIANA

HUMAN RESOURCES | TALENT ACQUISITION | PEOPLE OPERATIONS

Nigeria · GMT+1 · +234 816 399 3681 · [christiana.oladoye@gmail.com](mailto:christiana.oladoye@gmail.com) · [LinkedIn](#) · [Portfolio](#)

## PROFESSIONAL PROFILE

Experienced professional with 7+ years across customer service, financial services, collections, team leadership and people-focused operations, now building a career in Human Resources and Talent Acquisition. Hands-on experience leading 20+ employees, supporting onboarding and training, monitoring performance, coaching team members, handling employee and customer issues, maintaining confidential records and preparing management reports. Currently pursuing CIPM and strengthening practical HR knowledge across recruitment, employee relations, performance management, HR operations and learning and development. Well suited to Talent Acquisition, HR Coordinator, HR Associate, People Operations and Employee Experience roles.

## CORE COMPETENCIES

- |                                            |                                       |                                        |
|--------------------------------------------|---------------------------------------|----------------------------------------|
| • Talent Acquisition & Recruitment Support | • Candidate Sourcing & Screening      | • Interview Scheduling & Coordination  |
| • Onboarding & Offboarding                 | • Employee Relations & Engagement     | • Performance Management & Appraisal   |
| • Staff Training & Development             | • Learning & Development              | • HR Documentation & Record Management |
| • HR Policy & Compliance                   | • Team Leadership & Staff Supervision | • Workforce & Headcount Support        |
| • HR Reporting & Data Analysis             | • Stakeholder Management              | • Employee & Customer Experience       |
| • Process Improvement                      | • KPI Monitoring                      | • KYC / AML & Regulatory Compliance    |

## PROFESSIONAL EXPERIENCE

### Customer Service Representative

FairMoney Microfinance Bank | April 2025 – Present

- Manage 90–150 customer enquiries daily across phone, email and live chat while maintaining service quality and first-contact resolution.
- Prepare loan documentation and customer correspondence accurately using Microsoft Word and Excel.
- Guide customers through loan applications, clarify requirements and follow up on pending cases to reduce processing delays.
- Maintain structured CRM records for applications, repayment reminders and customer interactions in line with service-level requirements.
- Resolve and escalate complaints with clear documentation, sound judgement and timely follow-through.
- Work within financial-services procedures while handling confidential customer and account information.

### Team Lead, Loan Recovery

New Edge Finance Nigeria Limited | January 2022 – March 2025

- Led a team of 20+ recovery agents, overseeing daily operations, performance reviews, coaching and staff development against monthly targets.
- Sourced, onboarded and trained new team members; developed onboarding materials and practical guidance to support faster integration.
- Conducted performance reviews, identified skill gaps and implemented targeted coaching and development plans to improve team output.
- Produced performance reports, credit notes, meeting minutes and month-end loan ageing reports for senior management.
- Authored and implemented the company credit policy, strengthening process consistency and regulatory compliance.
- Reviewed credit applications and applied creditworthiness standards to support responsible lending and protect company revenue.
- Handled escalated staff and customer matters, balancing business objectives with clear communication and professional judgement.

### Collection Officer

Transnnet Financial Nigeria Limited | May 2020 – December 2021

- Recovered approximately 60–75% of overdue accounts through structured follow-up, negotiation and payment arrangements.
- Negotiated repayment plans that balanced customer retention with recovery objectives.
- Maintained accurate account records and documented customer interactions for audit and management review.
- Compiled monthly debt analysis reports, ageing summaries and recovery forecasts to support management decisions.

### Inbound Customer Support

Transnnet Financial Nigeria Limited | July 2019 – May 2020

- Delivered multi-channel support through live chat, phone and email while maintaining accurate and timely case resolution.

- Recorded customer interactions in CRM and ticketing systems, maintaining clear audit trails and data integrity.
- Verified customer identity and followed KYC and AML procedures across handled accounts.
- Worked with internal teams to resolve escalated cases and maintain a consistent customer experience.

## Customer Service Representative

Longe Medical Center | December 2017 – June 2019

- Managed high-volume patient enquiries relating to appointments, billing and release-of-information requests.
- Handled sensitive patient information under strict confidentiality and healthcare compliance requirements.
- Built working relationships with patients, attorneys and insurance companies to facilitate accurate information processing.
- Documented patient interactions carefully, maintaining timely and audit-ready records.

## EDUCATION

---

**B.Sc. Accounting — Ekiti State University, Ekiti State | 2012 – 2017**

Chartered Institute of Contract, Project and Facility Management — Ibadan, Oyo State | November 2018

## CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

---

- Chartered Institute of Personnel Management (CIPM) — In View
- Professional in Human Resources (PHR/SPHR) — HRCI, Udemy | 2026
- Diploma in Human Resources — Alison | 2026
- Customer Relations and Management — IMI Accredited
- Microsoft Office Specialist (MOS) — Word and Excel
- Google Project Management Certificate — Coursera | In Progress
- NYSC Certificate — National Youth Service Corps | April 2018 – April 2019

## HR TECHNOLOGY & DIGITAL TOOLS

---

**Applicant Tracking Systems:** BambooHR, Workable, Zoho Recruit, JazzHR, Greenhouse, Breezy HR, LinkedIn Recruiter, Lever. **CRM & Support:** HubSpot CRM, Zendesk, Freshdesk, Zoho CRM. **Collaboration & Productivity:** Microsoft Word, Excel, Google Workspace, Slack, Zoom, Microsoft Teams, Trello, Asana, Adobe Acrobat.

## LANGUAGE

---

English: Fluent / Professional Working Proficiency

## TARGET ROLES

---

Talent Acquisition Specialist · Talent Acquisition Associate · Recruiter · Recruiting Coordinator · Talent Associate · HR Associate · HR Officer · HR Coordinator · People Operations Associate · People Operations Specialist · HR Operations Specialist · Employee Experience Associate · Learning & Development Coordinator