

AZEEZ IBIKUNLE

Customer Service Professional / Customer Experience Executive

CONTACT

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PROFESSIONAL SUMMARY

Results-driven customer service and banking professional with experience in customer experience management, retail collections, and frontline banking operations. Skilled in complaint resolution, service quality monitoring, transaction support, and customer relationship management within fast-paced banking environments. Recognized for strong communication skills, attention to detail, and commitment to delivering excellent customer experience.

PROFESSIONAL EXPERIENCE

Customer Experience Executive — United Bank for Africa PLC (UBA CFC) 2024-Present

- Handle customer inquiries, complaints, and service requests across multiple banking channels.
- Provide prompt resolution to customer issues related to accounts and digital banking services.
- Maintain records of customer interactions and complaint resolutions.
- Support service delivery improvements and maintain compliance with internal policies.

Administrative Officer — Lagos Traffic Radio 2018-2019

- Assisted with data entry, report preparation, and document
- Maintained and organized office records, files, and documents
- Scheduled meetings, interviews, and appointments for management and presenters
- Managed incoming calls, emails, and official correspondence.
- Provided administrative and clerical support to ensure smooth daily operations of the radio station.

EDUCATION

Federal University Oye Ekiti — B.Sc. Mass Communication (2026)

Lagos State Polytechnic — Higher National Diploma (HND) Mass Communication (2022)

Lagos State Polytechnic — National Diploma (ND) Mass Communication
(2018)

SKILLS

Customer Service • Complaint Resolution • Retail Loan Collections • Banking Operations • Service

Quality Monitoring • Customer Relationship Management (CRM) • Communication • Problem Solving •

Attention to Detail • Microsoft Office

CERTIFICATIONS

Security Awareness Certification — United Bank for Africa (UBA)

Compliance Certification— United Bank for Africa (UBA)

LANGUAGES

English — Fluent

Yoruba — Fluent