AYANDA OPEYEMI TEMIDAYO

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CAREER OBJECTIVE

Dedicated and customer-focused professional with over four years of experience in customer service and client relationship management. Seeking a Customer Service Representative position where I can leverage my communication, problem-solving, and interpersonal skills to deliver exceptional customer experiences, resolve customer concerns efficiently, and contribute to organizational growth through outstanding service delivery.

EDUCATION

European Institute of Business Management
Undergraduate Degree in International Business Management
December 2025 – Present
Currently in Year 2 of 3

Government Unity Technical College, Amodu Asungbolu Via Omupo, Kwara State
Senior Secondary School Certificate (SSCE),/ National Examination Council (NECO) - July 2007

CERTIFICATIONS

Bank of America – The Forage
Investment Banking Job Simulation Certificate
November 2024

BRITISH INTERNATIONAL SAFETY ORGANISATION (BISO)
• UK HSE Level 1 Award in Health & Safety at Work (June 2020)
• UK HSE Level 2 Award in Risk Assessment Practical Application (June 2020)
• UK HSE Level 3 Award in Environmental Awareness (June 2020)

Subsea 7 Offshore Vessel – Seven Borealis
Safety Award Certificate
Erha North Phase II Project, Port Harcourt (2015)

PROFESSIONAL EXPERIENCE

United Bank for Africa (UBA), Ikeja, Lagos

Customer Service Officer
September 2021 – November 2025

Key Responsibilities:

•Provide frontline customer support and relationship management services.
•Responded to customer inquiries and resolved complaints promptly.
•Assisted customers with banking products and services.
•Maintained high standards of customer satisfaction and professionalism.
•Built and sustained positive relationships with customers.
•Ensured compliance with banking policies and procedures.

MTN Fibrex Group
Sales Department

Key Responsibilities:

•Engaged in customer acquisition and direct sales activities.
•Promoted products and services to prospective clients.
•Build relationships with customers to drive business growth.
•Strengthened communication, negotiation, and customer engagement skills.

Subsea 7 Offshore Vessel – Seven Borealis
Cadet Officer & Safety Team
2014 – 2015

Key Responsibilities:

•Participated in ExxonMobil's deepwater pipe-laying project.
•Implemented and adhered to safety standards and procedures.
•Assisted in maintaining safe offshore operational practices.
•Received recognition for outstanding commitment to workplace safety.

KEY SKILLS

•Customer Service Excellence
•Customer Relationship Management
•Effective Communication
•Complaint Resolution
•Problem Solving
•Sales and Negotiation
•Client Retention
•Relationship Building
•Risk Assessment and Safety Compliance

•Teamwork and Collaboration
•Microsoft Office Applications
•International Business Knowledge

ACHIEVEMENT

•Over 4 years of customer service experience in the banking sector.
•Recipient of Safety Award for Offshore Operations (2015).
•Certified in Investment Banking Job Simulation by Bank of America.
•Demonstrated excellence in customer relationship management and customer satisfaction.

REFERENCES

Available upon request.