

AYOMIDE PAMILERIN ASUBIARO

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PERSONAL STATEMENT

Highly skilled and talented Mass Communication graduate with an enhanced background in Mass Communication and Journalism. A driven and results-oriented young professional with an exemplary leadership record, committed to exceeding targets and ensuring team success. Good command of MS office along with strong business and financial management skills. Possessing great communication skills, excellent team work abilities, and dedication to meet and exceed all goals. Seeking to acquire an entry level position where I can apply my excellent problem solving and organizational skills.

PROFESSIONAL CERTIFICATION AND MEMBERSHIP

- Digital Marketing by Aleph (Professional level), 2023.
- Cinematography at High Victory Media Concept (HVMC).
- Enhancing Digital Corporate Banking Support.
- Art Business and Entrepreneurship by TAFTA.

EDUCATION

KWARA STATE UNIVERSITY

B.Sc. Mass Communication - Second Class (Lower Division)

Kwara State, Nigeria

2022

WORK EXPERIENCE

STERLING BANK

Digital Resolution Officer

Lagos State, Nigeria

July 2025

- Provide operational support for the bank's Internet Banking platform, ensuring smooth day to day functionality and service delivery.
- Handle interbank and intrabank transaction confirmations, maintaining accuracy, compliance, and timely resolution.
- Act as a liaison between the bank and fintech partners to coordinate transaction validations and resolve settlement discrepancies.
- Serve as Shift Manager, supervising team members, coordinating workflows, and ensuring service targets are met.
- Allocate work schedules and operational modes to team members to optimize productivity and coverage.
- Support and engage customers on Internet Banking applications, guiding onboarding, troubleshooting issues, and enhancing overall customer experience

Corporate Customer On-boarding Officer, (Corporate Client Support)

June 2024

- Served in the capacity of a Corporate Customer Support Officer .
- Provided assistance for a mobile application designed for corporate clients.
- Achieved a 95% success rate in resolving customer issues through guided walk through sessions.
- Demonstrated a strong commitment to punctuality and time management as a key responsibility.
- Facilitated effective communication among team members.
- Promoted banking products and services, achieving response targets by 85%.
- Trained new staff members on customer service protocols and bank policies.

UNITED PARCEL SERVICE

Digital Sales and Marketing Intern, (NYSC)

Lagos State, Nigeria

June 2023 to April 2024

- Leveraged active listening and strategic problem-solving to secure long-term client loyalty and account stability.
- Oversee the allocation of organizational funds and ensure transactions are directed to the appropriate department.
- Demonstrated a strong commitment to punctuality and time management as a key responsibility.
- Maintained a good communication gap among my team.
- Developed and disseminated team-oriented communications to promote collaboration and improve team morale.
- Assisted Clients to track their shipments for timely and safe arrival.
- Helped sales professionals keep customer relationships by making follow up calls to recent and seasoned clients.

NIGERIA TELEVISION AUTHORITY Channel 10.

Communication and Media Intern

Lagos State, Nigeria

November 2021 to January 2022

- Assisted with video production projects from storyboard development through final editing stages, resulting in high-quality content that resonated with target audiences.
- Coordinated teachings for newbies on what video editing for news is about.
- Supported the creation of press releases and media kits for increased company exposure.
- Assisted in the operation of video mixing during live broadcast.
- Provided writing and light editorial support for quick-turnaround media outreach.
- Time conscious and punctuality to work is one of my prior responsibilities.
- Participated in brainstorming sessions to generate innovative ideas for upcoming campaigns or initiatives.

FEMOTEX LIBRA

Client Services Representative

Lagos State, Nigeria

May.2019 – July.2021

- Strengthened client-firm synergy, resulting in higher retention rates.
- Analyzed customer's feedback related to the growth of the firm.

- Assisted with filling and arrangement of documents, account reviews and preparation for account reviews.
- Boosting the brand's recognition online by developing new ideas and marketing strategies.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving at work ready to start immediately.

SKILLS & LANGUAGE

Technical Skills:

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Premier Pro
- Filmora.

Professional Skills:

- Affiliate Marketing
- Social Media Management
- Video Editing.
- Communication and Interpersonal skills.
- Strong ability to multitask and meet up with deadlines.
- Customer Relationship Management.
- Content creation.

Language: Fluent in English and Yoruba.

HOBBIES & INTEREST

- Self-development
- Listening to music
- Meeting New People
- Travelling
- Teaching.

REFEREES

Mrs. JUMOKE IKUNMAWOYIN

Video Editor, Producer
NTA Channel 10, Lagos
08039197639

Victoria K. Emla

High Victory Media Concept
C.E.O
08035795771

Oluwafemi J. Gbadamosi

Femotex Libra
C.E.O
08173267051