

AYOMIDE OLUWAKEMI FATOYE

Customer Service Representative | Customer Success Executive | Relationship Manager

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PROFESSIONAL SUMMARY

Customer-obsessed Client Service professional with 4+ years of progressive experience across fintech, banking, insurance, and public sector environments. Proven ability to manage high-volume, omnichannel client interactions with empathy, accuracy, and speed — consistently achieving SLA targets and delivering experiences that drive retention and loyalty. Highly proficient in leading CRM platforms and digital support tools, with a strong foundation in financial services that enables confident, compliant client communication. Known for taking ownership of complex escalations, bridging departments to resolve issues, and bringing proactive energy to every client relationship.

CORE COMPETENCIES

✓ Client Relationship Management	✓ SLA & Escalation Management	✓ Omnichannel Support (Email/Chat/Phone)
✓ CRM: Zendesk, Freshdesk, Zoho	✓ Active Listening & Empathy	✓ Problem Solving & Resolution
✓ Data Accuracy & Documentation	✓ KYC & Compliance Awareness	✓ Complaint Handling & Deescalation
✓ Process Improvement & SOPs	✓ Team Collaboration & Leadership	✓ Voice of Customer (VoC) Reporting
✓ Financial Record Management	✓ MS Office: Excel, Word, Outlook	✓ Digital Communication Tools
✓ Emotional Intelligence (EQ)	✓ Customer Retention Strategy	✓ Proactive Client Engagement

PROFESSIONAL EXPERIENCE

Virtual Relationship Manager — Finance & Operations | 2024 – Present

Wema Bank Plc | Lagos, Nigeria

- Manage high-volume client interactions across email, live chat, and phone, delivering accurate financial information within tight SLA windows on Zendesk and Freshdesk.
- Conduct account level reviews, resolve discrepancies, and process real-time adjustments — maintaining consistent first contact resolution rates.
- Lead client onboarding journeys including KYC documentation review, account setup verification, and digital banking troubleshooting, ensuring full regulatory compliance.
- Maintain detailed, audit ready interaction and transaction records via Zoho CRM, supporting data integrity, internal reporting, and compliance reviews.

- Serve as escalation point for complex financial and account disputes, collaborating cross functionally with operations, compliance, and finance teams to drive resolution.
- Identify recurring complaint patterns and systemic transaction errors, documenting evidence and escalating to the relevant finance unit to prevent repeat occurrences.
- Champion Voice of the Customer (VoC) insights by surfacing client feedback trends to team leadership for product and process improvement.

Impact: *Recognised for highest-volume query resolution and sustained client satisfaction within the digital banking team; reduced resolution turnaround time and contributed to consistent service quality and audit-ready recordkeeping.*

Assistant Agency Manager | 2023

Allianz Nigeria Insurance Ltd | Lagos, Nigeria

- Supervised a team of agents managing client accounts, policy renewals, premium collections, and service requests, driving performance through coaching and structured accountability.
- Served as the primary escalation point for complex client complaints and financial disputes, ensuring timely, empathetic, and policy-aligned resolutions.
- Monitored premium payment pipelines, flagged overdue accounts, and coordinated strategic follow-ups — improving collection rates across the agency.
- Designed and implemented structured client engagement processes that measurably improved retention and renewal conversion rates within the team.
- Maintained compliance-ready records of policies, commissions, and client interactions in line with NAICOM regulatory requirements.

Impact: *Improved team performance metrics, premium collection efficiency, and established a stronger client retention framework within the agency.*

Accounts Assistant | Feb 2022 – Feb 2023

MPP&UD, Lagos State Government | Lagos, Nigeria

- Maintained accurate financial records and ledgers compliant with government accounting standards, responding to internal financial inquiries with clarity and precision.
- Processed accounts payable and receivable transactions with proper coding, approval workflows, and timely posting.
- Supported internal and external audit exercises by retrieving, organising, and presenting documentation, demonstrating meticulous attention to detail and process adherence.

Impact: *Delivered zero material discrepancies across government audit exercises; strengthened the department's record management and inter-departmental communication practices.*

Sales & Client Accounts Representative | 2021 – 2022 *Da-Bank Plastic | Ogun State, Nigeria*

- Managed end-to-end customer order processing, invoicing, and after-sales support for B2B and B2C clients, building lasting relationships that drove repeat business.
- Maintained accurate records of transactions, payments, and outstanding balances — supporting the accounts function with reliable financial documentation.

- Developed core competencies in negotiation, credit monitoring, and commercial client communication within a high-volume, fast-moving sales environment.

TECHNOLOGY & DIGITAL TOOLS

✓ Zendesk	✓ Freshdesk	✓ Zoho CRM
✓ Salesforce (CRM Fundamentals)	✓ Intercom / LiveChat	✓ HubSpot CRM
✓ Microsoft Teams	✓ Slack	✓ Google Workspace
✓ Microsoft Excel (Advanced)	✓ Power BI (In Review)	✓ Typeform / SurveyMonkey
✓ Trello / Asana (Task Mgmt)	✓ Notion	✓ Outlook & Gmail

EDUCATION

B.Sc. Accounting | 2015 – 2019

Federal University of Technology, Akure (FUTA) | Ondo State, Nigeria

- Core modules: Financial Accounting, Management Accounting, Taxation, Auditing, Corporate Finance, Business Law, and Economics.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- ACA — Institute of Chartered Accountants of Nigeria (ICAN) [In Progress]
- ACCA — Association of Chartered Certified Accountants [In Progress]
- HUBSPOT — Hubspot Email Marketing Certification
- JOBBERMAN — Jobberman Soft Skills Training

REFERENCES

Available upon request.