

FUNMILAYO JANET ODUYIGA

Lagos State, Nigeria
09050900705
mhizlade8@gmail.com

PROFESSIONAL SUMMARY

Customer-focused professional with experience in customer communication, issue resolution, administrative support, and maintaining accurate records. Skilled in handling phone and email interactions, responding to inquiries, resolving concerns, and collaborating with teams to deliver excellent service. Proficient in Microsoft Office tools and able to work effectively in remote environments while maintaining professionalism and attention to detail.

CORE SKILLS:

- Customer Service & Customer Relationship Management
- Phone, Email & Chat Communication
- Complaint Resolution & Escalation Handling
- Documentation & Record Keeping
- Microsoft Excel, Word & PowerPoint
- Administrative Support
- Problem Solving & Attention to Detail
- Time Management
- Team Collaboration
- Remote Work Readiness

EXPERIENCE:

Loan Recovery Agent | January 2024 – October 2024

- Managed customer interactions through phone, email, and messaging platforms.
- Addressed customer concerns and provided timely responses to inquiries.
- Negotiated repayment arrangements while maintaining professional relationships.
- Resolved customer complaints and escalated complex issues when necessary.
- Maintained accurate interaction records and documentation.

GATE Academy

Administrative Assistant | January 2021 – December 2021

- Supported daily administrative and customer-facing operations.
- Handled incoming calls and emails while responding promptly to inquiries.

- Coordinated meetings and maintained organized records.
- Assisted in communication between departments to improve service delivery.

ACCESS BANK PLC

Customer Service Representative | January 2026 – Present

- Attend to customer inquiries and provide support on banking products and services.
- Handle customer complaints and resolve issues professionally while ensuring customer satisfaction.
- Process customer requests and maintain accurate records of interactions.
- Support daily branch operations and maintain service excellence standards.
- Escalate complex customer concerns to appropriate departments when required.
- Build and maintain positive customer relationships through effective communication.

EDUCATION:

Lagos State Polytechnic

Higher National Diploma (HND) in Banking and Finance

Upper Credit | December 2023

CERTIFICATION:

Certified Customer Service Professional (CCSP)

Chartered Institute of Customer Relationship Management (CICRM)

March 2025

PROJECT:

The Impact of Supervision and Control of the Central Bank on the Performance of Commercial Banks

- Conducted research and analysis on banking supervision and performance.
- Collected and analyzed financial and economic data.
- Developed research, analytical, and presentation skills.

NYSC STATUS

National Youth Service Corps (NYSC) – Completed

October 2025