

# FADEYI MUDASHIRU TEMITAYO

**Address:** Lagos, Nigeria (Open to Remote & On-site Opportunities)

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## PROFESSIONAL SUMMARY

**Customer Support & Success Specialist** with over two years of dedicated experience delivering exceptional customer experiences within the fintech industry. Highly skilled at managing customer accounts, resolving complex technical and account inquiries, and supporting the complete customer lifecycle through AI-powered CRM platforms. Recognized for empathetic communication, rapid problem-solving, and building long-term consumer relationships that substantially improve customer satisfaction and retention. Brings additional experience in sales leadership and academic research to combine high-level analytical thinking with a customer-first approach in fast-paced, performance-driven corporate environments.

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## CORE COMPETENCIES

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| <b>Customer Experience:</b> | <b>Customer Success, Customer Lifecycle Management (CLM), Account Management, Customer Retention Strategies</b>  |
| <b>Support Operations:</b>  | <b>Multi-channel Support (Email, Phone, Live Chat), Case Management, Complex Complaint Resolution</b>            |
| <b>FinTech Expertise:</b>   | <b>Loan Servicing, Repayment Tracking, Compliance Documentation, Financial Operations, Collections Support</b>   |
| <b>Core Soft Skills:</b>    | <b>Active Listening, Conflict Resolution, Cross-functional Collaboration, Critical Thinking, Time Management</b> |

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## PROFESSIONAL EXPERIENCE

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| <b>Customer Support &amp; Success Specialist</b><br><i>Giasun Technologies (Quark Financials Nigeria / JFIN QuarkFinance)</i> | <b>February 2024 – Present</b> |
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### KEY ACHIEVEMENTS

- Maintained an average **95% customer satisfaction (CSAT) rating** by consistently delivering timely, professional, and deeply empathetic customer support.
- Boosted customer retention metrics by **20%** through the deployment of proactive follow-ups and strategic relationship management.
- Successfully streamlined and supported the onboarding process for new accounts, accelerating user adoption of complex financial products and digital services.
- Maintained flawless, secure customer interaction logs while ensuring absolute compliance with rigorous internal data validation processes.

### CORE RESPONSIBILITIES

- Deliver top-tier multi-channel support across phone, email, and live digital communication systems to handle customer issues efficiently.
- Leverage a proprietary, AI-powered FinTech CRM platform to handle core customer onboarding protocols, account servicing, loan tracking, and document verification.
- Manage the comprehensive customer lifecycle from initial digital onboarding through continuous repayment support workflows.
- Collaborate closely with Risk, Operations, and Collections teams to systematically optimize cross-departmental service delivery.
- Educate consumers comprehensively on financial product updates, specialized repayment structures, and fundamental company policies.

**Sales Manager**

**January 2019 – November 2021**

*Lucky Fibre Industries*

**KEY ACHIEVEMENTS**

- Successfully expanded total business sales revenue by **25%** within a six-month performance window via optimized target-account retention.
- Improved client retention milestones by **15%** and systematically reduced the operational sales cycle duration by **25%**.

**CORE RESPONSIBILITIES**

- Directed, trained, and mentored a high-performing corporate team consisting of 10 to 15 field sales representatives.
- Built sustainable corporate and retail client networks, managed primary accounts, and collaborated with marketing teams on strategic outreach.

**Research Assistant**

**September 2021 – May 2023**

*Lagos State University*

**KEY ACHIEVEMENTS & RESPONSIBILITIES**

- Conducted highly structured qualitative and quantitative research methodologies, establishing rigorous data collection and analytical matrices.
- Collaborated systematically with institutional research teams to compile dense literature reviews, formal research briefs, and academic documentations.

**EDUCATION & CERTIFICATIONS**

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- **Bachelor of Science (B.Sc.) in Sociology** – Lagos State University (Graduated: 2023)
- **Certificate of Basic Financial Education** – Kudimata (Conferred: 2023)

**TECHNICAL SKILLS & REMOTE READINESS**

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| <b>CRM &amp; Support Tooling:</b> | <b>Proprietary AI-powered FinTech CRM Systems, Case Management Software, Repayment Tracking Architecture</b>                                                                                                                                  |
| <b>Collaboration Suites:</b>      | <b>Microsoft Teams, Zoom, Google Workspace (Docs, Sheets, Drive), Microsoft Office Suite (Word, Excel, Outlook)</b>                                                                                                                           |
| <b>Infrastructure Setup:</b>      | <b>Fully equipped for immediate, uninterrupted remote deployment. Maintains a dedicated professional workspace containing a high-performance computer setup, secure data entry systems, and multi-channel high-speed internet redundancy.</b> |

**VOLUNTEER EXPERIENCE**

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- **General Secretary (Sanitation CDS Group)** – National Youth Service Corps (NYSC), 2023–2024
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*Professional References Available Upon Request.*