

KUTI GRACE MORINSOLA

CUSTOMER EXPERIENCE | CLIENT OPERATIONS | RECONCILIATION

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PROFESSIONAL PROFILE

Customer experience and financial operations professional with three years of experience across customer relationship management, transaction reconciliation, client support, corporate communication, and service delivery. Strong at managing customer issues from first contact through resolution, investigating discrepancies, maintaining accurate records, and working across teams to resolve operational issues. Brings a combination of customer-facing communication, financial-services experience, attention to detail, and structured problem-solving, with a strong focus on creating smooth client experiences and maintaining operational accuracy.

CORE COMPETENCIES

- Customer Experience & Client Engagement
- Client Onboarding & Support
- Reconciliation & Transaction Monitoring
- Issue Investigation & Resolution
- Cross-functional Collaboration
- Process Improvement
- Customer Relationship Management
- Complaint Resolution
- Financial Operations Support
- Documentation & Reporting
- Corporate Communication
- Stakeholder Management

TOOLS

- Microsoft Excel & Word
- Microsoft Teams
- Trello
- Zoho CRM
- Hoducc Software

PROFESSIONAL EXPERIENCE

Corporate Branding & Customer Engagement Executive | Richgreen Masters Investment Limited

2026 - Present

- Supported corporate branding and customer engagement initiatives, helping maintain a consistent and professional brand experience across client-facing touchpoints.
- Served as a key point of contact for customer and stakeholder interactions, ensuring clear communication, timely follow-up, and professional service delivery.
- Coordinated internal and external communications and supported corporate events, client engagements, and brand initiatives.
- Monitored customer feedback and engagement information to identify service-delivery opportunities and support improvements.
- Built strong working relationships with clients and internal teams to ensure a seamless, consistent experience across every touchpoint.
- Supported promotional and brand-awareness campaigns from planning through execution, working closely with marketing and communications colleagues.
- Prioritised the customer's experience in every interaction, tailoring communication to individual needs to build trust and long-term brand loyalty.

Customer Experience & Reconciliation Officer | Cashmatrix

2023 – 2025

- Managed customer enquiries and account-related issues across digital channels, taking ownership of complaints through investigation, resolution, and follow-up.
- Investigated transaction discrepancies and reconciled payment records to support accurate financial records and reliable customer account information.
- Worked with Operations, Technology, and Compliance teams to resolve transaction and account issues and reduce repeat complaints.
- Maintained clear documentation and supporting records for reconciliation, internal reporting, and audit requirements.
- Reviewed recurring transaction and complaint patterns and contributed process-improvement recommendations to strengthen service delivery.
- Delivered consistent, high-quality support under high transaction volumes, balancing speed of resolution with accuracy.
- Built customer trust and confidence by communicating clearly through sensitive account and payment issues.
- Turned difficult customer situations into positive outcomes by pairing empathy with fast, accurate resolution of account concerns.

Virtual Assistant & Social Media Manager | Designs by Farayola

2022 – 2023

- Processed and tracked 50+ customer orders weekly across multiple social platforms, coordinating fulfilment and customer communication.
- Managed scheduling, follow-ups, order documentation, and client communication for 15+ clients monthly.
- Coordinated communication between clients, designers, and suppliers to keep projects moving and resolve issues promptly.
- Supported quality control by monitoring timelines, identifying delays, and following up with relevant stakeholders.
- Handled client-facing communication end-to-end, from first enquiry through order delivery, supporting a positive customer experience throughout.

EDUCATION

Bachelor of Arts (B.A.), English Language | Lagos State University
National Youth Service Corps (NYSC)

CERTIFICATIONS

- Association of Chartered Institute of Bankers (ACIB) — In View
- Social Media Marketing — 2025
- Virtual Assistant Certification — 2024

TRAINING

- Customer Service / Relationship Management
- Credit & Risk Analysis
- Project Management
- Anti-Money Laundering (AML) Scheme

AWARD

- Best Performing Staff of the Year — 2025