

ELEMU Ibukunoluwa Ayodeji

Sango-Ota, Ogun State

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A highly motivated and results-oriented professional with extensive experience in customer service, banking operations, digital service management, and administrative support. Skilled in managing high-volume financial transactions with precision, promoting digital transformation, and ensuring compliance with regulatory standards. Demonstrates exceptional ability to enhance customer satisfaction, streamline operational processes, and lead teams toward achieving organizational efficiency. Adept at data management, problem-solving, and the application of technology-driven solutions to improve service delivery. Combines strong analytical thinking, communication, and interpersonal skills with a creative approach developed through active participation in media and volunteer engagements. Committed to professionalism, innovation, and continuous personal and career development.

Experience

June, 2025 till date

Ecobank Nigeria.

TELLER AND CUSTOMER SERVICE ASSISTANT (NYSC), Fadu-Ejigbo, Lagos State.

Accomplishments

- Processed high volumes of customer deposits, withdrawals, and fund transfers daily with 100% accuracy and compliance to Ecobank's operational policies.
- Delivered exceptional customer service, resolving inquiries and complaints promptly, which contributed to improved customer satisfaction and retention
- Ensured strict adherence to KYC, AML, and internal control procedures, achieving zero audit exceptions during review periods
- Supported cash management operations, including ATM cash loading and reconciliation, ensuring uninterrupted service availability.
- Collaborated with team members to meet daily transaction targets and improve overall service turnaround time and branch efficiency.

April, 2025 to May, 2025

Volunteer Videography Team Member

Orientation Broadcasting Service (OBS) - NYSC, Ede, Osun State.

Accomplishments

- Captured and edited high-quality video footage of daily camp activities, interviews, and official events to support NYSC orientation coverage and publicity.
- Collaborated with the OBS media team to produce engaging video content that enhanced communication and information dissemination across the camp.
- Operated professional video and audio recording equipment, ensuring clear visuals and sound quality during live and recorded sessions.
- Assisted in the post-production process, including video editing, sound balancing, and adding graphics for broadcast and social media use.
- Supported the documentation of NYSC community development initiatives, contributing to the promotion of corps members' activities and achievements.

Key Skills

- Data Management & Administrative Support
- Leadership & Team Coordination
- Problem-Solving & Analytical Thinking
- Communication & Interpersonal Skills
- Time Management & Multitasking
- Microsoft Office Suite
- Negotiation & Customer Service

Highlights

- Results-oriented
- IT proficiency
- Organizational capacity
- Operability and commitment
- Ability to manage multiple tasks
- Resistance to stress
- Good manners
- Work prioritization

Hobbies

- ✚ Reading
- ✚ Writing
- ✚ Travelling
- ✚ Creativity
- ✚ Playing games
- ✚ Research
- ✚ Networking

References

Available on Request

Intern

KEEXS, Opebi, Lagos State.

Accomplishments

- Assisted in daily administrative and operational tasks, ensuring smooth office coordination and timely completion of assigned duties.
- Supported the customer service team by attending to client inquiries, providing information, and ensuring a positive client experience.
- Contributed to data entry and record management, maintaining accurate documentation and organized filing systems.
- Participated in inventory and logistics support, helping track office supplies and ensuring adequate stock levels.
- Collaborated with team members and supervisors to plan and execute corporate events and marketing activities, enhancing brand visibility.

July, 2017 to August, 2017

Script Checking - Volunteer

THE WEST AFRICAN EXAMINATION COUNCIL (WAEC), Ikeja, Lagos State.

Accomplishments

- Assisted in the sorting, verification, and organization of thousands of examination scripts, ensuring accuracy and proper documentation.
- Supported the checking and collation process by cross-referencing candidate details and exam numbers to maintain data integrity.
- Maintained strict confidentiality and compliance with WAEC's examination policies and procedures.
- Contributed to efficient workflow management, helping meet tight deadlines during the examination assessment period.
- Collaborated with supervisors and team members to identify and correct discrepancies, ensuring error-free script processing.
- Demonstrated attention to detail, reliability, and teamwork in handling sensitive academic materials within a high-volume environment.

Educational Summary

University of Lagos, Akoka, Lagos State. 2018 - 2024
B.Sc. Business Administration

Baptist Girls College (Mission), Abeokuta, Ogun State. 2009 - 2015
Senior Secondary School Certificate

Lissie Schools, Ota, Ogun State. 2005 - 2009
First School Leaving Certificate

Certifications

- Bolenny Fashion School Certificate 2020
- Jobberman Soft Skills Training 2020