

CONTACT

Lagos, Nigeria
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SKILLS

Customer Service
Communication
Troubleshooting
Problem Solving
Interpersonal Skills
Time Management
Teamwork
Inbound & Outbound Calls
Social Media Chats
Email Support
Live Chat

CRM TOOLS & SYSTEMS

Outlook
Help Desk
Finacle Statement
Finacle Access Management
Back Office Operations
Genesys Cloud

EDUCATION

Bachelor of Science (Education - Economics)
Tai Solarin University of Education, Nigeria
2023

REFEREES

Available on request.

ADEOGUN
KANYINSOLA DEBORAH

Customer Service Representative

PROFESSIONAL SUMMARY

Customer-focused Customer Service Representative with over four years of experience delivering high-quality customer support. Highly skilled in resolving customer complaints with empathy, diligence, and strong active-listening abilities. Experienced in managing inbound and outbound calls, email support, live chat, and social media interactions, while providing accurate information and timely solutions that enhance customer satisfaction. A strong team player who consistently meets performance targets, maintains professionalism, and documents customer interactions clearly.

PROFESSIONAL EXPERIENCE

Customer Service Provider

Wema Bank Plc | 2025 - 2026

- Handled high-volume customer interactions via inbound and outbound calls, email, live chat, and social media platforms.
- Responded to inquiries regarding accounts, transactions, loans, cards, and banking products.
- Investigated and resolved customer complaints efficiently, ensuring customer satisfaction.
- Met daily, weekly, and monthly performance targets for call handling and resolution.
- Escalated complex issues to relevant departments in line with service procedures.
- Accurately documented customer interactions using CRM and banking systems.

Secretary (NYSC)

Shinaj Real Estate Limited | 2024 - 2025

- Streamlined office operations, improving efficiency by 30%.
- Managed client correspondence, reducing response time by 40%.
- Coordinated documentation for property transactions and administrative processes.

Secretary

Falborn Properties, Lagos | 2022 - 2023

- Coordinated and documented over 50 property transactions.
- Digitized filing systems, reducing document retrieval time by 25%.
- Built strong client relationships, increasing customer retention by 20%.