

Meroyi Akinwale Adebayo
☎ 07059413470 / 08107596780
✉ akinwalemeroyi@gmail.com
📞 bb2349370
📍 Ikeja, Lagos State

Professional Summary

- Motivated and detail-oriented Business Administration and Management graduate with strong skills in customer relationship management, Debt recovery, human resources, and business operations.
- Eager to contribute value to dynamic teams, within customer support, HR, or project operations.

Core Skills

- Customer Relationship Management (CRM)
- Human Resources Assistance
- Microsoft Excel (Advanced)
- Business Development
- Administrative Support
- Virtual Assistance
- Data Entry & Research
- Time Management
- Team Collaboration
- Communication & Conflict Resolution
- Communication and negotiation skill

Work Experience

- **microfinance Palmpay, flexi Aug 2020 – Nov 2021**
- Manage a portfolio of customer and ensured timely loan repayment consistent follow-up
- Recovered overdue debts and reduced delinquency by engaging defaulting customers
- Negotiated flexible repayment plans based on customer's financial situation
- Maintained accurate records of repayment and interaction
- Met assigned collection targets
- **Westwood Financial Services Ltd, Ikeja, Lagos [NYSC] Feb 2025 – Dec 2025**

- Assisting in tracking overdue accounts and monitoring repayment performance using Microsoft Excel
- Coordinating administrative tasks and supporting day-to-day business operations
- Engaging clients through calls, emails, to resolve repayment issues, negotiate payment plans, and maintain good client relationships
- Send formal demand notices and reminders to clients with overdue obligations.
- Engage clients in constructive discussions to understand reasons for default and explore repayment solutions.
- Negotiate repayment plans and ensure agreed terms are documented and followed.
- Conduct field visits to clients where necessary, in line with company policy.
- Maintain accurate records of all recovery activities and client interactions.

ALEND LOAN; COLLECTIN OFFICER JAN 2026 – APRIL 2026

- Manage customer loan account and ensured timely repayment
- Followed up with customers via calls and messages on overdue loans
- Recovered outstanding debts and reduced default rates
- Achieved collection targets

Education

Higher National Diploma in Business Administration and Management

- Rufus Giwa Polytechnic, Owo, Ondo State
- Graduated: 2024
- **National Diploma in Business Administration and Management**
- Rufus Giwa Polytechnic, Owo, Ondo State
- Graduated: 2021
- **Senior Secondary School Certificate**
- National Examination council [2015]

Certifications

- Customer Service Relationship Management – Formazione Business School
- Human Resources Management – Formazione Business School

Career Interests

- Customer Support / Relationship Management (Remote/Hybrid)
- HR Assistant or Administrative
- Virtual Administrative Assistant
- Project or Operations Coordinator
- Business operation /Data Entry Roles
- Excel & Research-Based Roles
- Credit / Recovery