

PROFESSIONAL SUMMARY

Result driven professional with 2 + years of experience in operations, customer engagement and digital support. Demonstrated ability to grow quickly in a fast paced environment, promoted from front line specialist to Team Lead within 6 months. Comfortable working at the intersection of people, process and technology.

EXPERIENCE

Lead – Digital Operations

Aidaana Nigeria Ltd. Lagos, Nigeria. August 2025 – June 2026

- Oversaw end to end digital operations, managing a team of 6 customer service executives across chat, email, and phone channels.
- Reduced average user reported issue resolution time by 30% by introducing a structured troubleshooting playbook adopted across the support team.
- Led weekly cross functional syncs, identifying and resolving multiple recurring pain points that improved user retention.
- Served as primary escalation point for complex user inquiries.
- Monitored user journey analytics and produced fortnightly reports for management, enabling data driven product decisions.

Member Engagement Specialist

Aidaana Nigeria Ltd. Lagos, Nigeria. Feb 2025 – July 2025

- Delivered exceptional customer support to users via inbound and outbound calls, emails and chat. Resolved inquiries effectively and maintained high satisfaction ratings.
- Demonstrated strong communication and problem-solving skills, which laid the foundation for subsequent promotion to digital support responsibilities.

NYSC Corps Member – History Teacher & Administrative Support (NYSC CERTIFICATE)

Command Day Secondary School Ikeja. Lagos, Nigeria. Feb 2024 – Jan 2025

- Served as a History teacher, delivering engaging and structured lessons to senior secondary school students. This helped in fostering critical thinking and historical awareness.
- Provided administrative support to the Vice Principal (Academics), directly reporting to the Schools Commandant.
- Assisted in organizing school social events, examinations and academic programs which contributed to a positive learning environment.

CORE SKILLS

CRM & Support Platforms: Salesforce, Zoho, Cxone, Dayforce.
Productivity Tools: Microsoft Office (Excel, Word, PowerPoint, Outlook), Microsoft Teams.
Operations: Process Improvement, Escalation Handling, Cross functional collaboration.
Data & Documentation: Data Tracking, KPI Reporting, Reporting, Records Management.
Communication: Client facing Support, Relationship Management, Issue Resolution.

CERTIFICATIONS & ADDITIONAL TRAINING

- Cisco - IT Essentials
- Cisco - Basic Python programming
- Basic Proficiency in Mandarin (Chinese)
- Basic Course in Journalism

EDUCATION

Bachelor of Arts – History

Ahmadu Bello University Zaria, Nigeria. Sep 2018 – Dec 2023

Diploma – Civil Law

Ahmadu Bello University Zaria, Nigeria. Aug 2016 – Jun 2018