

OMOTOLA VICTORIA OKESANYA

Customer Service & Operations Professional

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23 Church Street, Off Odusi, Bariga, Lagos

PROFESSIONAL SUMMARY

Highly motivated and detail-oriented graduate with academic training in Mass Communication and hands-on experience in banking operations, customer service, and service quality assessment. Demonstrated ability to manage customer relationships, support operational processes, resolve issues efficiently, and maintain high service standards. Strong communication, analytical, and problem-solving skills with a commitment to continuous learning and professional development.

PROFESSIONAL EXPERIENCE

Access Bank Nigeria Plc | Transaction Officer / ATM Custodian | Aug 2023 – Present

1. Process daily cash transactions, including deposits, withdrawals, transfers, and cheque payments.
2. Manage ATM cash loading, balancing, and reconciliation activities.
3. Support branch operations, compliance monitoring, and customer service delivery.
4. Maintained 100% cash balancing accuracy with zero shortages or overages.

Recruitment Point, Lagos | Mystery Shopper | May 2023 – Aug 2023

1. Conducted service quality and compliance assessments.
2. Prepared detailed reports and recommendations for service improvement.

MTN Nigeria | Customer Service Representative | Jun 2022 – Feb 2023

1. Provided support for mobile and digital services.
2. Resolved customer inquiries and service-related issues efficiently.
3. Achieved over 95% first-contact resolution and maintained high customer satisfaction ratings.

EDUCATION

Federal University Oye Ekiti — B.Sc. Mass Communication (Second Class Upper, 2026)

Lagos State Polytechnic — HND Mass Communication (Upper Credit, 2022)

Lagos State Polytechnic — ND Mass Communication (2018)

CORE SKILLS

Customer Relationship Management • Communication • Problem Solving • Data Analysis • Microsoft Office Suite • Team Collaboration • Banking Operations • Compliance Monitoring • Report Writing • Time Management • Attention to Detail

CERTIFICATION

Digital Marketing — Del-York Creative Academy

LANGUAGES

English (Fluent) | Yoruba (Bilingual)