

OLADIRAN KAYODE

Osogbo, Osun State, Nigeria | +234 810 533 9196 | oladirankayode96@gmail.com

LOAN COLLECTION OFFICER | CUSTOMER COLLECTIONS | CREDIT & PAYMENT FOLLOW-UP

PROFESSIONAL SUMMARY

Business Administration graduate with experience in customer follow-up, payment-plan negotiation, sales, customer service, record keeping, and resolving customer concerns. Experienced in following up with 3–5 customers daily through phone calls, WhatsApp, SMS, and face-to-face communication, while tracking customer orders, payments, balances, and follow-up activities. Managed approximately ₦300,000 in monthly sales and negotiated payment arrangements with approximately 10 customers weekly. Skilled at communicating professionally with customers, addressing concerns, maintaining accurate records, and encouraging timely payments. Seeking to apply strong communication, negotiation, follow-up, and customer relationship skills to a Loan Collection Officer or Collections Officer position.

CORE SKILLS

Customer Collections & Payment Follow-Up • Customer Relationship Management • Payment Plan Negotiation • Outstanding Balance Follow-Up • Customer Account & Payment Tracking • Debt Recovery Support • Customer Complaint Resolution • Negotiation & Persuasion • Telephone & WhatsApp Communication • SMS & Email Communication • Record Keeping & Documentation • Data Entry & Customer Information Management • Sales & Target Achievement • Problem Solving • Conflict Resolution • Attention to Detail • Time Management • Verbal & Written Communication • Microsoft Word • Microsoft Excel • Google Docs & Google Sheets

PROFESSIONAL EXPERIENCE

SALES PROMOTER

Fragrance_by_mo and Arike_Feets — Osogbo, Osun State | August 2022

- Followed up with 3–5 customers daily through calls, WhatsApp, SMS, and face-to-face communication to maintain customer engagement and support timely purchases and payments.
- Negotiated product payment arrangements and payment plans with approximately 10 customers weekly, helping customers agree on suitable payment terms.
- Tracked customer names, phone numbers, orders, payments, outstanding balances, and follow-up activities using WhatsApp and handwritten records to maintain organized customer information.
- Managed approximately ₦300,000 in monthly sales by engaging customers, understanding their needs, recommending suitable products, and supporting purchasing decisions.
- Generated approximately 50 sales monthly by promoting products, communicating product benefits, and maintaining consistent customer follow-up.
- Monitored customer payments and installment arrangements to keep track of amounts received and outstanding balances.
- Resolved approximately 10 customer concerns by identifying issues, communicating appropriate solutions, and maintaining professional customer relationships, achieving an estimated 70% resolution rate.
- Recommended more than 20 product options based on customer needs, helping customers select suitable products and supporting sales conversion.
- Promoted products through WhatsApp, Instagram, and TikTok to reach approximately 50 prospective customers and generate additional sales opportunities.
- Handled approximately 10 customer calls, messages, and emails daily combined, responding to inquiries, providing information, and supporting customer needs.

MARKETING TEACHER / NYSC TEACHING SERVICE

Amatugu Comprehensive Secondary School — Igbédi, Bayelsa State | June 2021 – April 2022

- Maintained attendance and student records for approximately 60 students across SS1, SS2, and SS3, ensuring student information remained organized and accessible.
- Followed up with students and parents regarding attendance, school-related obligations, and fees to encourage timely responses and resolution of outstanding issues.
- Followed up with approximately 5 students regarding assignments and academic responsibilities, encouraging them to meet required deadlines.
- Managed classroom activities for approximately 20 students per class, using clear communication and problem-solving skills to address student concerns and maintain an organized environment.
- Prepared lesson notes and assignments for 6 classes weekly, ensuring planned activities and learning materials were delivered consistently.
- Prepared and administered approximately 5 tests to assess student understanding, identify performance gaps, and determine areas requiring additional support.
- Communicated study strategies and examination guidance to approximately 60 students, contributing to improved academic performance among most students.
- Assisted students with academic tasks and questions, providing individualized guidance to support completion of assigned work.

VOLUNTEER — WORLD AIDS DAY

Igbedi, Bayelsa State | December 2021

- Registered and processed approximately 10 participants by collecting required information and supporting organized event operations.
- Assisted with participant testing and event activities for an event attended by approximately 100 people, helping maintain an orderly and supportive environment.
- Supported publication and event operations by assisting with participant coordination and facility preparation.

VOLUNTEER — ORPHANAGE HOME

Osogbo, Osun State | April 2020

- Coordinated approximately 10 donated items, including food and clothing, benefiting approximately 50 individuals.
- Engaged approximately 50 beneficiaries through conversations, games, singing, and recreational activities, demonstrating patience, empathy, and interpersonal communication skills.

EDUCATION

B.Sc. Business Administration — Second Class Honors

Universite Des Sciences Appliques Et Management, Porto-Novo, Benin | 2016 – 2020

NATIONAL YOUTH SERVICE CORPS (NYSC)

NYSC Certificate

TECHNICAL SKILLS

Microsoft Word — Intermediate | Microsoft Excel — Intermediate | Microsoft PowerPoint — Intermediate | Google Docs — Intermediate | Google Sheets — Intermediate | Gmail/Email Communication — Advanced | Internet Research — Advanced | Typing — Advanced | Data Entry — Beginner | Printing & Scanning — Intermediate | File & Document Organization — Intermediate | Calendar & Scheduling — Beginner | Canva — Beginner | Social Media Management — Advanced

LANGUAGES

English — Fluent | Yoruba — Fluent