

OLAREWAJU, NAOMI OPEMIPO

Account Manager | Client Relations | BPO & Facility Management Operations
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OBJECTIVE

Client-focused Account Management professional with experience managing client portfolios, coordinating outsourced workforce operations, and supporting facility management service delivery within a Business Process Outsourcing (BPO) environment. Skilled in building strong client relationships, managing onsite personnel, monitoring service performance, and ensuring seamless execution of client requirements. Experienced in stakeholder engagement, issue resolution, operational reporting, and continuous improvement initiatives aimed at enhancing service quality and client satisfaction. Recognized for strong communication skills, attention to detail, and the ability to effectively coordinate people, processes, and service delivery expectations.

PROFESSIONAL EXPERIENCE

Business Process Outsourcing Officer

Jan 2025 – Present

Resource Intermediaries Limited – Lagos, Nigeria

- Schedule and coordinate meetings, appointments, and travel arrangements for supervisors and managers.
- Manage assigned client portfolios within the Business Process Outsourcing (BPO) division, serving as the primary point of contact for client engagement, service coordination, and relationship management.
- I coordinate the deployment, management, and performance monitoring of onsite outsourced personnel across client locations, ensuring alignment with client expectations and service standards.
- Maintain regular communication with clients to understand operational needs, address concerns, provide updates, and ensure continuous service satisfaction.
- Monitor service delivery performance and collaborate with internal teams to resolve operational challenges and enhance client experience.
- I support facility management operations by coordinating client requirements, service requests, and operational activities across managed properties.
- Prepare client reports, performance updates, and operational insights to support decision-making and improve service delivery outcomes.
- Track key performance indicators (KPIs), identify service gaps, and recommend improvement actions to enhance operational efficiency.
- Manage client feedback and conduct engagement sessions to identify areas for improvement and strengthen long-term partnerships.
- Ensure proper documentation of client interactions, service records, and operational reports to support effective portfolio management.
- I support client retention initiatives by maintaining strong stakeholder relationships and delivering consistent service excellence.

Customer Experience Officer

Jun 2017 – Aug 2019

Resource Intermediaries Limited – Lagos, Nigeria

- I managed customer interactions and feedback channels to improve service delivery and enhance customer satisfaction.
- I analyzed customer feedback and service trends to identify improvement opportunities and support operational enhancements.
- I collaborated with internal teams to resolve customer concerns and improve the overall customer experience.
- I maintained customer records, prepared reports, and supported engagement initiatives aimed at improving customer retention and loyalty.
- I assisted in developing customer-focused processes that improved responsiveness and service quality.

Customer Service Assistant

Dec 2016 – Dec 2018

Adeleke Oyegbesan Foundation – Lagos, Nigeria

- Designed and implemented customer feedback mechanisms (surveys, focus groups, and social media monitoring).
- Reduced response times and improved customer satisfaction through enhanced support processes.
- Assisted customers with product inquiries and ensured prompt resolution of issues.
- Managed customer documentation and handled challenging interactions with professionalism.
- Supported administrative operations and maintained an organized office workflow.

EDUCATION

Bachelor of Arts (B.A.) in Philosophy

July 2023

Ekiti State University, Ado-Ekiti

CORE COMPETENCES

- Account & Client Relationship Management
- Client Portfolio Management
- Business Process Outsourcing (BPO) Operations
- Facility Management Coordination
- Service Delivery Management
- Stakeholder Engagement
- Onsite Workforce Management
- SLA & Performance Monitoring
- Client Retention & Customer Experience
- Operational Reporting & Process Improvement