

Lagos, Nigeria
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Skills

- ✓ Customer Experience Management
- ✓ Relationship Management
- ✓ Banking Operations
- ✓ Complaint Resolution
- ✓ Customer Retention
- ✓ Digital Banking Adoption
- ✓ Cross-Selling & Upselling
- ✓ Service Excellence
- ✓ Customer Engagement
- ✓ Problem Solving
- ✓ Effective Communication

Certifications

- ✓ AI Career Essentials
- ✓ Digital Marketing Certification
- ✓ Virtual Assistance Certification
- ✓ Social Media Management Certification

IT skills

- ✓ CRM Software
- ✓ Microsoft Excel (Intermediate)
- ✓ Microsoft Word
- ✓ Microsoft PowerPoint
- ✓ Google Workspace
- ✓ Social Media Management Tools
- ✓ Digital Marketing Platforms

POSSIBLE ESANGHA

PROFESSIONAL SUMMARY

Customer Experience and Banking Professional with over 7 years of progressive experience spanning banking operations, customer service, relationship management, and digital marketing. Proven expertise in complaint resolution, customer engagement, service excellence, and operational support within fast-paced banking environments.

Experienced in serving over 50 customers daily, resolving customer complaints within SLA and TAT standards, and promoting adoption of banking products including cards, savings accounts, and digital banking solutions. Recognized as Staff of the Month for outstanding customer service and customer relationship management.

Demonstrated project leadership through successful coordination of the digitization of over 9,000 corporate account opening packages, improving record accessibility and operational efficiency.

Customer Information Centre Officer - GUARANTY TRUST BANK PLC May 2023 – Present

- Serve an average of 50+ customers daily, delivering prompt and professional support across a broad range of banking enquiries.
- Resolve customer complaints within established turnaround times and service level agreements.
- Promote and cross-sell banking products including debit cards, savings products, and digital banking solutions.
- Guide customers on digital banking channels, increasing adoption and enhancing customer convenience.
- Coordinate customer request processing while ensuring compliance with bank policies and operational procedures.
- Led the digitization of over 9,000 corporate account opening packages, improving documentation management and record retrieval efficiency.
- Received multiple commendations from customers for exceptional service delivery.
- Recognized as Staff of the Month for outstanding performance and commitment to customer satisfaction.

Customer Experience Expert - UNITED BANK FOR AFRICA (UBA) March 2022 - May 2023

- Provided prompt and accurate responses to customer enquiries across multiple banking products and services.

- Investigated and resolved customer complaints while ensuring compliance with established service standard
- Collaborated with internal teams to facilitate timely issue resolution and improve customer experience.
- Maintained strong customer relationships through proactive engagement and follow-up.
- Supported customer retention initiatives by delivering high-quality service experiences.

NELVIC GLOBAL RESOURCES, Lagos

Digital Marketing Manager

September 2019 – February 2022

- Managed digital marketing campaigns across social media and online platforms.
- Analyzed customer feedback and market trends to improve customer acquisition strategies.
- Developed content and engagement initiatives that enhanced online visibility and customer interaction.
- Supported business development activities through targeted digital marketing efforts.