

PELEYEJU MARY OYINDAMOLA

Ikeja, Lagos, Nigeria.

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PROFESSIONAL SUMMARY

Results-producing, customer-focused Customer Service and Administrative Specialist with 5 years of experience in creating systems that optimize workflows and improve productivity and delight customers through providing solutions that exceed expectations. Exhibit tenacity and creativity in problem solving with a proven record of innovating profitable solutions to seemingly impossible business problems; able to bring order and efficiency to chaotic environment. Strives in fast-paced, virtual environments following established procedures and practices to exceed all customer expectations. **Date of Birth: 19/01/1998**

AREAS OF EXPERTISE

- Customer Satisfaction | • Front-Office and Executive Support | • Operations & Program Management | • Financial Reporting
- Client and Employee Relations | • Office Administration | • Strategic Planning | • Business Development | • Conflict Resolution

CORE SKILLS HIGHLIGHTS

- Proven ability to go beyond to resolve customer issues, build rapport, and ensure customer satisfaction.
- Exceptional leadership skills, with expertise in streamlining workflow to optimize personnel strengths.
- Proactive leader with excellent communication and interpersonal skills in servicing high-end clients and teams.
- Out-of-the-box thinker recognized for building & leading teams that consistently achieve all quality and revenue goals.
- High proficiency with a variety of computer software including MS Word, Excel, PowerPoint, Outlook, & CRM
- Demonstrated ability to manage multiple tasks simultaneously, prioritize work, and meet deadlines.

PROFESSIONAL EXPERIENCE

Customer Support & Compliance Associate MonieWorld by Moniepoint - Hybrid [UK-Nigeria]

August 2024 – Present

- Support secure and efficient cross-border money transfers between the UK and Nigeria, ensuring smooth transaction processing.
- Conduct customer due diligence (CDD) and ensure compliance with anti-money laundering (AML) regulations and financial crime prevention measures.
- Provide empathetic and effective support to vulnerable customers, prioritizing trust, and ethical service.
- Identify and assist in mitigating risks related to bribery, corruption, and tipping off.
- Achieve high first-contact resolution rates by quickly addressing and resolving customer inquiries.
- Collaborate with internal teams to uphold ethical fintech operations and enhance overall customer satisfaction.

Customer Service Representative ACESS BANK PLC HQ [Oniru Estate, Victoria Island, Lagos]

January 2023 – July 2024

- Communicating with customers via social media, email, phone, and live chat; responding to inbound and outbound calls from customers managing their portfolios on the banking platforms.
- Providing professional and knowledgeable answers to complaints, requests, and banking-related concerns; working with internal departments to meet customers' needs.

- Supporting customers in protecting their accounts by reviewing suspicious activity, reversing transactions, and reissuing compromised debits and credit cards.
- Overseeing and managing Check statuses on customer accounts, tracking cheques, payments, and transactions.
- Consistently achieving 96% customer satisfaction ratings by providing exceptional service and resolving complex banking inquiries.
- Recognized for maintaining a prominent level of accuracy in processing customer transactions, with a 98% error-free record.
- Assisted in the implementation of enhanced security protocols, reducing fraud incidents by 10%.

• **Contact Centre Agent (Remote)**

April 2022 - December 2022

STUDIO24 NIGERIA [Ikoyi, Lagos State]

- Achieved a 95% customer satisfaction rating through effective problem-solving and empathy.
- Reduced average call handling time by 20% through process improvements and efficient communication and live chats interactions.
- Consistently met/exceeded the team and departmental goals and business objectives. Addressed and resolved the customer product complaints empathetically and professionally.
- Delivered exceptional service to our customers by going out of the way to please them. Provided the first call resolution, while following strict procedures that meet compliance guidelines.
- Followed quality control procedures to ensure accuracy before delivering completed jobs to the client.
- Effectively developed a better method for contacting dissatisfied customers and reduced customer churn by 5% as a result in the first 3 months of resumption.

• **Call Centre Agent**

March 2021 - March 2022

VIVO MOBILE COMPANY NIGERIA [Akure, Nigeria]

- Consistently managed a high volume of concurrent chat interactions, maintaining an average response time of under 40 seconds while ensuring quality support.
- Reduced average call handling time by 15% through efficient problem-solving and active listening skills, resulting in improved overall team productivity.
- Successfully resolved a high volume of escalated customer complaints, resulting in a 15% reduction in customer escalations.
- Identified and addressed ticketing system issues, collaborating with IT to improve system efficiency and reduce response times.
- Played a key role in the implementation of a new CRM system, which improved call routing and customer data accuracy.
- Collaborated with the quality assurance team to identify and address process inefficiencies, resulting in a 5% reduction in errors.

• **Administrative Officer**

January 2017 - October 2019

ZTE MOBILE [Ibadan, Oyo State]

- Collaborated with the management and other departments to recommend, develop, and implement innovative organizational strategies to maximize office productivity.
- Improved operational effectiveness by streamlining business operational work processes and procedures.
- Supervised the implementation of an updated filing system that improved retrieval time by 20%. Delivered top-notch administrative support to office staff, promoting excellence in office operations.

- **HR Manager**

September - December 2017

OLYMPIC MILK COMPANY [Abeokuta, Ogun State]

- Strategically developed a new system to track employee performance, which resulted in an increase in productivity by 10%.
- Supervised 9+ employees (including interns) across multiple departments within the company. Led the development of a new HR strategy to align with company goals and objectives, resulting in an increase in employee engagement by 3%.
- Managed the recruitment process for all open positions, including sourcing and screening candidates, conducting interviews, negotiating offers, and closing deals.

EDUCATIONAL QUALIFICATIONS

Bachelor of Education (B. ED) in Social Studies Education

ADEKUNLE AJASIN UNIVERSITY [Akungba Akoko, Ondo State] - 2019

PROFESSIONAL TRAINING & QUALIFICATION

Customer Relationship Management - Ace Coterie Consulting, October 2022
Human Resources Management - Ace Coterie Consulting, October 2022

REFERENCES

Available Upon Request