

RUKAYAT OYINDAMOLA OLADUNMOYE

Address: Cluster 22B, Flat 2, Goodluck Jonathan Estate, Isheri, Lagos State.

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CAREER PROFILE:

A motivated Customer Service Intern with a passion for excellence and delivering exceptional service, with experience in the corporate environment as an intern. Well versed in customer conversion, relationship building and maintenance.

PROFESSIONAL EXPERIENCE

Job Title: **Customer Service Support (Intern) – Lagos State**

First City Monument Bank

August 2024- August 2025

- Supporting the customer service team with daily tasks, such as data entry or report generation.
- Developing a strong understanding of the company's products and services.
- Answering client queries about product specifications and uses.
- Maintaining client relations.
- Performing clerical duties.
- Educating customers on digital banking platforms.
- Support in resolving customer complaints.

Job Title: **Enumerator (Volunteer)- Kwara State**

UNICEF

July 2018 - Feb 2020

- Responsible for collecting data.
- Conducting interviews of respondents in the communities according to the evaluation questionnaires.
- To work with the MEAL /Program team throughout the exercise.
- Provision and submission of reports.
- Adhere to strict confidentiality and information management standards and protocols, sharing information only in compliance with these standards.

EDUCATION

- The Federal Polytechnic, Offa (National Diploma In Marketing) **Jan 2021 - Nov 2023**
- Government Girls Day Secondary School, Oko-Erin (SSCE) **Sep 2011 - June 2017**
- Sheik Alimi Primary School, Ilorin. **Aug 2006 - July 2011**

SKILLS

- Good Communication and language skills.
- Able to work under little or no supervision and get good results.
- Goal oriented and ability to work under pressure and in tight schedules.
- Discipline and integrity.
- Excellent learning speed.
- Computer navigating skills (MS Word office)

LANGUAGES

English and Yoruba

HOBBIES

Reading, Interacting with people, Internet Surfing and Travelling.

REFERENCES

- Bakare Kazeem Ayodeji
Ace Works Limited
08054280750
- Olayanju Fasilat
Kojusola Hospital
08077278891