

SOBAJO MARIA AYOMIDE

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PROFESSIONAL SUMMARY

Dedicated and results-oriented Customer Service Representative with over 5 years of experience in providing exceptional customer support in the banking industry. Skilled in handling customer inquiries, resolving complaints, and promoting banking products and services. Adept at managing transactions, maintaining accurate records, and ensuring compliance with financial security procedures. Possesses excellent communication, time management, and problem-solving skills, with a strong commitment to delivering top-notch customer experiences.

CAREER OBJECTIVE

To obtain and maintain a high degree of professionalism while helping organizations achieve their goals through excellent customer service and adherence to work ethics.

CORE SKILLS

Soft Skills

- Exceptional verbal and written communication
- Superior problem-solving and critical thinking
- Strong interpersonal and customer relationship management

- Conflict resolution and negotiation skills
- Multitasking and time management
- Attention to detail and organizational skills
- Team collaboration and leadership

Technical Skills

- Banking operations and financial services expertise
- Proficiency in digital banking platforms and e-channels
- Handling confidential customer data and records
- Cash management and reconciliation
- Knowledge of CRM tools and customer support systems
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)
- Familiarity with banking regulations and compliance standards

PROFESSIONAL EXPERIENCE

Customer Service Officer

United Bank for Africa – Oba Akran, Ikeja, Lagos | 2024 – Present

- Provide personalized customer support, ensuring timely and effective resolution of inquiries and complaints.
- Assist clients in navigating digital banking platforms, troubleshooting technical issues, and guiding them through processes.
- Promote banking products and services, identifying opportunities to cross-sell and up-sell to enhance customer satisfaction.

- Collaborate with IT and operations teams to resolve escalated issues and improve service delivery.
- Proactively suggest process enhancements to streamline customer experiences.

Teller

United Bank for Africa – Oba Akran, Ikeja, Lagos | 2019 – 2023

- Processed customer transactions, including deposits, withdrawals, and payments, with accuracy and professionalism.
- Handled confidential information while maintaining compliance with financial security regulations.
- Resolved account discrepancies, managed cash drawers, and reconciled daily transactions.
- Supported customers with tax payments, account inquiries, and financial product recommendations.
- Earned a commendation for preventing fraud and maintaining operational excellence.

Customer Information Service Intern

Guaranty Trust Bank – Alausa, Ikeja, Lagos | 2019

- Investigated customer complaints and provided effective solutions to enhance satisfaction.
- Educated customers on internet banking platforms, 737 services, and other e-channels.
- Ensured prompt release of debit cards and PINs while maintaining accurate records.
- Collaborated with team members to deliver efficient services through the Fast Track system.

Nurse Assistant

Beehive Nursery & Primary School – Agidingbi, Lagos | 2015

- Supported children's health needs and assisted in educational activities.
- Managed classroom tasks and facilitated a safe learning environment.

Receptionist

C3 Cost & Contract Consultant – Agidingbi, Lagos | 2012

- Received and welcomed guests, managed calls, and ensured proper documentation and filing.

EDUCATION

- **B.Sc. – Courage University**, Cotonou | 2024
- **OND Accounting – Yaba College of Technology**, Yaba, Lagos | 2018

ACHIEVEMENTS

- **Commendation Letter:** Prevented a fraud attempt at United Bank for Africa in 2023, recognized for diligence and commitment to excellence.
- **Leadership Role:** Led a team to monitor and maintain the performance of Automated Teller Machines (ATMs).

REFERENCES

Available upon request.