

SUARA FERANMI KAFAYAT

Ogudu/Ojota, Lagos State

Phone: 0701 424 7232

Email: feranmisuara@gmail.com

PROFESSIONAL SUMMARY

Results-driven professional with a First-Class degree in Accounting and over three years of experience in customer relationship management, account administration, and client engagement. Skilled at building strong customer relationships, identifying client needs, resolving concerns, and supporting business operations. Demonstrates excellent communication, analytical, and problem-solving abilities with a proven capacity to work collaboratively and contribute to organizational growth. Seeking to leverage relationship management and business development skills to drive revenue growth and market expansion.

PROFESSIONAL EXPERIENCE

Teaching Assistant (NYSC)

Northern Annang Commercial School | Jan 2025 – Dec 2025

- Delivered engaging classroom instruction and effectively communicated complex concepts to diverse audiences.
- Developed strong interpersonal and relationship-management skills through continuous interaction with students, parents, and colleagues.
- Prepared reports and monitored student performance to support informed decision-making.
- Demonstrated organizational and multitasking abilities while managing academic and administrative responsibilities.

Account Officer (Intern)

Royal Heritage, Ikoyi, Lagos | Sept 2023 – Oct 2023

- Maintained positive relationships with clients and internal stakeholders through responsive support and effective communication.
- Assisted with financial reporting and business performance monitoring.
- Supported project budget tracking and expense management processes.
- Collaborated with multiple departments to ensure efficient service delivery and operational effectiveness.
- Maintained accurate documentation and records to support business operations.

Account Officer

Tak Integrated Systems Nigeria Ltd, Lagos | July 2019 – Oct 2022

- Managed customer accounts and served as a primary point of contact for account-related inquiries.
 - Built and maintained strong customer relationships, contributing to customer satisfaction and retention.
 - Identified customer needs and provided appropriate solutions to enhance service delivery.
 - Resolved customer complaints and account discrepancies in a timely and professional manner.
 - Prepared reports on customer activities and transactions to support management decision-making.
 - Collaborated with internal teams to improve customer experience and operational efficiency.
 - Ensured compliance with company policies and regulatory requirements while delivering quality customer service.
-

EDUCATION

B.Sc. Accounting (First Class Honours)

Achievers University, Owo, Ondo State

July 2024

West African Senior School Certificate Examination (WASSCE)

Yewa Egbado College, Ilaro, Ogun State

June 2018

CORE COMPETENCIES

Communication & Presentation, Customer Service Excellence, Problem Solving, Report Writing, Microsoft Office Suite (Excel, Word, PowerPoint), Team Collaboration, Time Management

REFERENCES

Available upon request.