
SODIQ AKOREDE

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Professional Summary

Customer Experience professional with 5+ years of experience in banking operations, foreign exchange transactions, international payments, and relationship management. Skilled in customer service, transaction processing, and delivering efficient financial solutions. Recognized for excellent service delivery with the GTBank Service Hero Award.

Professional Experience

- GTBANK** September 2021 - Till date
Customer Service Officer
 - Provided customer support across account services, digital banking, enquiries, and service-related issues.
 - Managed customer complaints from identification to resolution, ensuring timely follow-up and clear communication.
 - Built strong customer relationships through understanding customer needs, problem-solving, and responsive service.
 - Supported customer retention by resolving concerns effectively and delivering consistent service.
 - Recognised with the GTBank Service Hero Award (2024 & 2025) for outstanding customer service performance.
- Crossover Microfinance Bank** June 2020 - September 2021
Relationship Officer
 - Managed customer relationships and supported account acquisition and retention activities.
 - Assisted customers with account opening, financial services, and general enquiries.
 - Identified customer needs and provided suitable financial solutions.
 - Supported customer engagement and business development initiatives.

Education

- Southwestern University** 2025
Bsc. Business Administration
Second Class Upper Division 2.1
- The Polytechnic Ibadan.** 2018
HND Marketing
Upper Credit
- Moshood Abiola Polytechnic** 2015
ND Marketing
Upper Credit
- Nigeria Institute of Management (NIM) chartered** 2020 - 2021
Proficiency In management

Skills

- Customer Relationship Management
- Complaint Resolution and Issue escalation
- Attention to details
- Anti-Money Laundering (AML) Awareness
- Excellent Communication & Active Listening
- Excellent Customer Engagement
- CRM Systems
- Conflict Resolution
- KYC and Compliance
- Data and Customer record management

Awards And Recognition

- GTBank Service Hero 2024 and 2025

Certification

- NYSC 2020

Reference

- Available on request