

TEMILAYO PRECIOUS ADEYEYE

📍 Lagos, Nigeria

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PROFESSIONAL SUMMARY

A proactive Customer Service Specialist with 3+ years of experience in client support, business operations and managing financial reconciliation. Proven track record of improving workflow efficiency and managing stakeholder relations and project logistics. Skilled in financial reconciliation, payroll administration. Expert in data-driven reporting and market research. Adept at using modern digital tools to ensure operational excellence and support business growth.

CORE SKILLS

- Business & Financial Operations: Financial tracking, account reconciliation, petty cash ledger management, and basic payroll administration, proficient in QuickBooks for managing sales invoices and tracking business transactions.
- Client Relations & Communication: Stakeholder management, experienced in serving as the main point of contact between executive management, staff, and external clients, client interfacing, proven track record of managing high-volume calls and emails with professional phone etiquette, conflict.
- Enterprise Support: Experienced in facilitating basic business training and mentoring small enterprise owners.
- Project Support: Knowledge of the project lifecycle, event logistics planning, experienced in conducting market research, report writing, designing surveys, and using basic data visualization techniques.
- Software & Digital Tools: Zoho, Microsoft 365 (Word, Excel, PowerPoint), Google Workspace (Docs, Sheets, Drive, Calendar), Microsoft Teams, Zoom, and Canva for presentations and basic design needs.
- Professional Strengths: Analytical thinking, attention to detail, structured documentation, stakeholder communication, problem-solving, regulatory awareness, ability to translate complex workflows into clear specifications.

PROFESSIONAL EXPERIENCE

Wikabani Ventures Limited Customer Service Officer | January 2025 – December 2025

- Delivered a premium shopping experience to walk-in clients
- Managed high-volume online orders and inquiries across digital touchpoints, including Instagram DMs, Facebook, and WhatsApp Business.
- Provided excellent customer service via phone calls, emails and WhatsApp.
- Resolved customer complaints and issues.
- Maintained accurate records of customer transaction.
- Followed up on customers to ensure resolution.
- Drove conversion rates by using product knowledge, upselling techniques, and personalized style recommendations to turn casual inquiries into closed sales.

Top Mode Technology

Customer Service Representative | January 2024--December 2024

- Helped customers solve issues with their accounts, payments, and ride bookings via email and chat.
- Answered questions quickly and politely to ensure a positive experience for users.
- Listened to customer complaints and resolved all issues.
- Collaborated with the team to improve response times and service quality.

Auto Plaza Limited**Office Assistant | January 2023 – October 2023**

- Oversaw daily business operations for a workforce of 50+ employees, serving as a point of communication between executive and staff.
- Coordinated regular meetings, appointments, travel arrangements, demonstrating strong communication and organization skills.
- Directed front-office operations and promptly responded to emails and calls, and manage schedules to ensure positive workflow.
- Executed weekly reconciliation of company credit card statements and petty cash, ledger. Managed inventory procurement, stock levels for office supplies and amenities.
- Generated and processed detailed sales invoices for vehicle transactions.
- Assisted with data entry, record keeping and document management.

VOLUNTEER EXPERIENCE**Terra Academy for the Arts (TAFTA)**

- Business Development Volunteer | January 2026 – Present
- Acted as the primary liaison for 30+ mentors, industry partners, program participants to ensure seamless program delivery and stakeholder satisfaction
- Lead the onboarding process for aspiring creative entrepreneurs, managing documentation and data entry for 1000+ program participants
- Coordinated the end-to-end planning and execution of enterprise development programs, and high-level training sessions
- Supported Monitoring & Evaluation efforts by collecting data on enterprise performance and program outcome
- Maintained high-accuracy digital and physical filing systems and databases for enterprise tracking and reporting
- Conducted industry research to identify emerging trends and competitive landscapes for supported businesses

EDUCATION

Ondo State University of Medical Sciences

Bachelor of Science, Microbiology | 2018-2023

CERTIFICATIONS

- Fundamental of Data Analysis
- Basic of Project Management
- Introduction to Artificial Intelligence

ADDITIONAL DETAILS

- Languages: English (Professional), Yoruba (Native)
- Interest: Tech, Banking, Healthcare, Fintech Innovation, Real Estate, Fashion Reference available upon request.

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