

ADEPOJU CHRISTIANAH TOLULOPE

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PROFILE

To obtain a challenging position in a reputable organization where I can utilize my skills, knowledge, and experience, contribute to the achievement of organizational goals, and develop professionally.

EXPERIENCE

ADMINISTRATIVE OFFICER – CALEB HIGH SCHOOL

February 2015 – August 2016

- Handle correspondence, emails, memos, and other official communications.
- Manage day-to-day administrative and office activities.
- Assist management with administrative tasks and reports.
- Prepare meeting agendas, minutes, and follow-up actions.
- Monitor office supplies and ensure timely procurement when necessary.
- Liaise with vendors, clients, government agencies, and other stakeholders.
- Coordinate office facilities and report maintenance or operational issues.
- Support the preparation of budgets, expense records, and administrative reports.
- Ensure compliance with company policies, procedures, and administrative regulations.
- Perform other duties as assigned by management.

CUSTOMER SERVICE REPRESENTATIVE – IROKO TV

April 2016 - October 2018

- Provide accurate information about TV programmers, schedules, channels, subscriptions, promotions, and station activities.
- Maintain positive relationships with viewers, advertisers, and other stakeholders.
- Receive, record, and resolve customer complaints promptly, escalating complex issues to the appropriate department.
- Monitor customer feedback and identify recurring issues that may require management attention.
- Assist viewers with enquiries regarding programmer changes, broadcasts, competitions, and special events.
- Maintain accurate records of customer interactions, complaints, enquiries, and resolutions.
- Liaise with the technical, programming, marketing, and sales teams to resolve customer-related issues.
- Follow up with customers to ensure their complaints or requests have been satisfactorily resolved.
- Promote the TV station's programmers, campaigns, subscriptions, and other services where required.

CUSTOMER SERVICE REPRESENTATIVE – FIDELITY BANK PLC 2018 – October 2021

November

- Respond promptly and professionally to customers' enquiries through phone calls, emails
- Maintain confidentiality of customers' personal and business information.
- Handle and resolve customer complaints and concerns effectively.
- Process customer requests, orders, applications, and other service-related transactions.

- Follow up on outstanding customer issues to ensure timely resolution.
- Maintain accurate records of customer interactions, complaints, and transactions.
- Escalate complex issues to the appropriate department or supervisor when necessary.
- Build and maintain positive relationships with customers.
- Work closely with other departments to resolve customer-related matters.

AB Microfinance Bank Limited (LOAN OFFICER)

November 2021 – December 2024

- Assess and evaluate loan applications based on customers' financial information, creditworthiness, and repayment capacity.
- Review and verify applicants' documents, income, employment, and financial records.
- Conduct credit analysis and recommend loan approval or rejection in line with company policies.
- Prepare loan documentation and ensure proper execution of loan agreements.
- Monitor loan portfolios and follow up on repayments and outstanding balances.
- Maintain accurate and up-to-date customer and loan records.
- Liaise with customers to explain loan terms, repayment schedules, interest rates, and other conditions.
- Identify and manage potential credit risks and escalate delinquent accounts where necessary.
- Prepare periodic reports on loan disbursements, repayments, outstanding balances, and portfolio performance.
- Ensure compliance with internal policies, regulatory requirements, and credit control procedures.
- Build and maintain strong relationships with existing and prospective customers.
- Follow up on overdue loans and support recovery efforts to minimize non-performing loans.

HOUSE OF TREPEARL –SUPERVISOR

March 2024 - December 2025

- Prepare and submit regular performance, operational, and administrative reports to management.
- Coordinate with other departments to ensure smooth workflow and effective service delivery.
- Motivate team members and promote a positive and productive working environment.
- Identify training and development needs among team members.
- Monitor work quality and take corrective action where necessary.
- Assist management in implementing organizational policies and achieving departmental objectives.
- Monitor attendance, punctuality, and employee conduct.

CUSTODIAN LIFE ASSURANCE PLC (INSURANCE ADVISOR) January 2026 - Till Date

- Assess clients' insurance needs and recommend appropriate insurance policies.
- Prepare insurance quotations and proposals for prospective clients.
- Assist clients with policy applications and ensure that required documentation is complete.
- Maintain good relationships with existing clients and provide continuous support.
- Follow up on policy renewals to ensure clients maintain adequate insurance coverage.
- Assist with claims procedures by guiding clients on the required documentation and processes.
- Keep accurate records of clients, policies, renewals, premiums, and other transactions.

CONFERENCES, EXTRA TRAINING, VOLUNTEERING

- Developing leadership competencies – Tom Associates
- Google: Google Data Analytics Specialization
- Took undergraduate students on remedial lessons and offered free tutorials to students.
- Assisted students requiring additional academic help in Accounting.

PROFESSIONAL MEMBERSHIP, TRAINING AND CERTIFICATION

- **Customer Service Training**
- Microsoft Excel Training 2018
- Credit & Risk Management Training 2019
- Health, Safety & Work Place Ethics Training 2018
- Banking Operation and Financial Services Training 2019

EDUCATION

- Ekiti State University, Ado Ekiti Economics and Education (BSC/Ed). 2011 - 2015

SKILLS AND CORE COMPETENCIES

- **Soft and Hard Skills** – Business Communication, Strategic Negotiation, Emotional Intelligence, Technical Writing, Team Collaboration, Critical Thinking
Software Skills – Microsoft Office Suite (Word, Excel, PowerPoint), Google Suite (Document, Spreadsheet, Slides), Adobe Editing Tool.

REFERENCE

Available on request