

TAIWO ABOSEDE OKEDELE

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PROFILE SUMMARY

Experienced Customer Service Specialist with a 95% customer satisfaction rating, known for delivering precise, empathetic support in high-pressure environments. Skilled in issue resolution, multitasking, and cross-functional collaboration, ensuring seamless service delivery. Strong problem-solving, leadership, and communication abilities drive efficiency and enhance customer experiences in fast-paced settings.

CORE COMPETENCIES

Excellent Communication Skills, Time Management, Computer Skills, Emotional Intelligence, Project Management, Interpersonal Skills, Attention to Details, Excellent Writing Skills, Leadership, Problem Solving, Adaptability, Empathy.

PROFESSIONAL EXPERIENCE

Customer Service Officer

Nov 2019 - Apr 2020

Bet9ja Costain Branch, Lagos State.

- Developed and maintained strong relationships with customers to ensure satisfaction.
- Resolved customer complaints and escalated issues to management when necessary.
- Maintained accurate records of branch daily transactions including deposits, and withdrawals.

Customer Service Officer

Sept 2019 – Nov 2019

First Love Cooperative, FCT Abuja.

- Providing exceptional loan collection services to potential clients.
- Obtaining and inputting customer data into the system and ensuring confidentiality at all times.
- Working with and advising loan collection customers in opening accounts and performing transactions.
- Performing maintenance requests following company directives and policy.

EDUCATION

OND Banking & Finance - Osun State College of Technology	2019
Senior Secondary Certificate Examination (SSCE)	2017

TRAINING & CERTIFICATION

National Youth Service Corps (NYSC)	2024
Independent Corrupt Practices and Other Related Offences Commission (ICPC) Member -	
• NYSC Anti-corruption Community Development Services (CDS) Group	2023 - 2024
Director of Finance (Corporate Banker Club, OSCOTECH Chapter)	2020 - 2022
Customer Care Skills and Telephone Etiquette -----	Alison Education Company
Customer Relationship Management in Business Services -----	Alison Education Company
Problem Solving and Critical Thinking Skills -----	Alison Education Company

REFERENCES

Available Upon Request