

TIJANI JEREMIAH STEPHEN

Abuja FCT, Nigeria | 08145468148 | tijanijeremiahstephen@gmail.com

SALES ASSOCIATE | CUSTOMER SERVICE | ADMINISTRATIVE OPERATIONS

PROFESSIONAL SUMMARY

Results-driven Sales Associate, Customer Service Specialist and Administrative Professional with 7+ years of combined experience across banking, customer service, administration, hospitality and operations. Strong ability to build customer relationships, support sales growth, resolve complaints, maintain accurate records and coordinate day-to-day operations. Proficient in CRM and business tools including Salesforce, Microsoft Dynamics, Avaya, Excel, Power BI, Microsoft Office and Google Workspace. Known for professionalism, attention to detail, effective communication and a customer-focused approach.

CORE COMPETENCIES

- Sales & Business Development
- Customer Service & Complaint Resolution
- CRM & Ticketing Systems
- Data Analysis & Reporting
- Process Improvement & Efficiency Optimization
- Team Coordination & Operational Support
- Customer Acquisition & Relationship Management
- Stakeholder Management & Communication
- Administrative Operations & Documentation
- Inventory & Order Management
- Microsoft Office & Google Workspace
- Account Opening & Customer Engagement

PROFESSIONAL EXPERIENCE

Sales Associate | Taj Bank Head Office | Abuja, FCT

June 2026 – Present

- Engage prospective and existing customers to identify financial needs and recommend suitable banking solutions.
- Support customer acquisition, account-opening activities and relationship development in line with service and compliance requirements.
- Promote bank products and services through proactive customer engagement and professional follow-up.
- Maintain accurate customer information and sales activity records while supporting effective pipeline and target management.
- Resolve customer enquiries professionally and escalate complex issues appropriately to ensure a positive customer experience.
- Collaborate with colleagues across teams to support business growth, customer retention and achievement of sales objectives.

Admin Officer | CCTV Operator | Food Court | CoKitchen | Lagos Island

July 2025 – May 2026

- Managed daily administrative operations including documentation, reporting and record-keeping.
- Monitored CCTV systems to support security, safety and compliance with company policies.
- Identified and reported security incidents while coordinating with management and security teams.
- Maintained confidentiality of sensitive information and surveillance data.
- Supported staff coordination, visitor management and internal communication.
- Prepared incident reports, attendance records and operational summaries.

Customer Service Officer | Abigail Rice Factory | Lagos Mainland

December 2022 – May 2023

- Resolved complex customer complaints, achieving 95% resolution within 48 hours.
- Streamlined order processing using Excel, reducing delivery delays by 30%.
- Managed 50+ distributor accounts and strengthened relationships, contributing to a 40% increase in repeat orders.
- Used proactive communication and service-recovery strategies to improve customer satisfaction and retention.

Business Administrator | Dumeiz City Hotel | Ajaokuta, Kogi State

January 2021 – November 2022

- Managed procurement and inventory, reducing overstock by 22%.

- Maintained accurate operational records, reducing discrepancies by 60%.
- Coordinated staff schedules using Google tools, improving punctuality and operational efficiency.
- Supported daily business operations through effective administrative coordination.

EDUCATION

B.Sc. Economics — Prince Abubakar University, Kogi State | 2023

CERTIFICATIONS & TRAINING

- Applied Microsoft Office Applications
- Fundamentals of Data Analysis

TECHNICAL & ADDITIONAL SKILLS

Salesforce • Microsoft Dynamics • Avaya • Microsoft Excel • Power BI • Microsoft Office • Google Workspace • WPS Office • Digital Literacy & Computer Operations • Video Editing & Visual Effects

REFERENCES

Available upon request.