

TOLUWALOPE SENAMI GBAJA

Customer Success | Client Relationship Management | Financial Services

Lagos, Nigeria

+234 813 385 1284

gbajatoluwalope4senami@gmail.com

PROFESSIONAL SUMMARY

Customer-focused professional with over 5 years of experience in customer service, client relationship management, and financial services support. Experienced in managing client inquiries, onboarding new customers, resolving service issues, and educating clients on financial products and digital platforms. Proven ability to build strong client relationships, monitor customer engagement, and collaborate with internal teams to improve service delivery. Adept at maintaining accurate customer records, ensuring compliance with regulatory requirements, and delivering seamless customer experiences that drive satisfaction and retention.

CORE SKILLS

Customer Success & Client Relationship Management | Customer Service & Complaint Resolution | Customer Onboarding & Customer Education | Customer Retention & Client Engagement | Customer Account Monitoring & Support | CRM & Customer Data Management | Financial Services & Banking Support | Cross-Functional Team Collaboration | Customer Experience Improvement | Compliance & Documentation Management

PROFESSIONAL EXPERIENCE

Direct Sales Agent / Customer Relationship Management Support

Business & Corporate Banking

First City Monument Bank (FCMB) | Oct 2025 – Present

- Serve as a key support partner to relationship managers, assisting in managing corporate and business banking client relationships.
- Act as a primary point of contact for customers, responding to inquiries, resolving service issues, and ensuring prompt support for financial needs.
- Support customer onboarding processes, ensuring accurate documentation and compliance with banking requirements.
- Educate customers on banking products, account services, and digital banking tools, helping them effectively manage their accounts.
- Monitor customer requests and account interactions to ensure timely issue resolution and improved service delivery.
- Maintain accurate records of customer accounts, service interactions, and banking documentation within internal systems and CRM tools.
- Conduct proactive follow-ups with customers to strengthen relationships and ensure satisfaction with banking services.
- Collaborate with internal teams including relationship managers, operations, and compliance teams to resolve customer issues and verify client documentation.

Customer Service Advisor & Marketing Support

Vior Bill Pay (Remote) | Aug 2025 – Sept 2025

- Provided customer support to prospective and existing business clients regarding company services and digital payment solutions.
- Responded to customer inquiries and resolved service concerns through email and phone communication.
- Assisted with onboarding new customers by explaining service features, account setup processes, and usage guidelines.
- Maintained accurate records of customer interactions and updated prospect databases for sales and relationship management teams.
- Monitored customer engagement activities and provided feedback to internal teams to improve service delivery.
- Supported customer acquisition initiatives through B2B outreach and client engagement coordination.

Customer Service Advisor

Joe Maverick | Dec 2022 – Jul 2025

- Served as the primary contact for customers, handling inquiries related to orders, products, and services.
- Managed customer complaints and resolved service issues promptly to maintain positive customer relationships.
- Monitored customer orders and service requests to ensure timely delivery and customer satisfaction.
- Maintained customer records, order documentation, and communication history to support service tracking.
- Coordinated with production and operations teams to resolve customer concerns and ensure efficient order fulfillment.
- Conducted follow-ups with customers to ensure satisfaction and encourage repeat business.

Administrative Officer (NYSC)

Lagos State Ministry of Education – District 1 | 2021 – 2022

- Provided administrative and operational support to departmental leadership while coordinating stakeholder communication.
- Managed official correspondence, meeting scheduling, and documentation processes.
- Maintained organized records and confidential documentation in compliance with regulatory procedures.
- Coordinated meetings and departmental communications to support effective service delivery.

EDUCATION

Master of Arts (M.A.) — History & Diplomacy

Lagos State University | 2023 – 2025

Bachelor of Arts (B.A.) — History & International Studies

Lagos State University | 2016 – 2021

TECHNICAL SKILLS

Customer Relationship Management (CRM) Systems

Microsoft Office Suite (Excel, Word, PowerPoint)

Customer Data & Account Management

Customer Support Tools

Documentation & Records Management

PROFESSIONAL STRENGTHS

Customer-centric mindset

Strong interpersonal and communication skills

Problem solving and conflict resolution

Excellent organization and time management

Integrity and professionalism
