MOPELOLA RAHEEM

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PROFESSIONAL SUMMARY

A recent Computer Science graduate with foundational knowledge in software development, data analysis, and IT systems. Gained practical experience in customer service during industrial training, honing skills in client communication, problem resolution, and relationship management. Known for a proactive attitude, quick learning, and a commitment to delivering solutions that enhance user satisfaction. Looking to apply both technical and interpersonal skills in a dynamic entry-level role to drive organizational growth and client success.

EDUCATIONAL BACKGROUND

- **Estam University Porto Novo**
  Bachelor of Science in Computer Science 2023
- **Gaskiya Junior and Senior College, Lagos**
  West African Examination Council 2019
- **Wunmi Nursery and Primary School, Lagos**
  First School Leaving Certificate 2012

WORK EXPERIENCE

Flexi Microfinance Bank, Lagos (*June 2025 – July 2026)*

Position: **Underwriting Agent/Customer Service**

- **Communication**: Verbal, written,active listening and presentation skills.
- **Problem Solving and Critical Thinking**: Analytical reasoning, decision-making,and conflict resolution.
- **Adaptability & Flexibility**: Ability to learn quickly, thrive in fast-paced environments, and handle change.

● **Teamwork & Collaboration**: Interpersonal skills, empathy, and cooperation.

● **Organization & Time Management**: Punctuality, prioritization, and meeting deadlines.

● **Risk Assessment & Compliance**: Understanding of consumer lending practices, assessing customer information, evaluating risk, and ensuring all operations align with internal guidelines and relevant regulatory standards.

FAAN, Lagos **(***January 2021- 2022)*

Position: **Customer Service (IT)**

• Handled passenger complaints and resolved issues related to delays, cancellations, or disruptions.

• Maintained a welcoming environment that upholds FAAN's reputation for customer care and professionalism.

• Assisted travelers with inquiries about lost and found items, baggage handling, and customs processes.

Wunmi Nursery and Primary School, Lagos (*February 2020 – 2021)*

Position: **Teacher**

• Developed personal relationships with the students; helped a lot of them overcome the fear of learning.

SKILLS

Problem-solving	*Conflict Resolution*
System Reboot	*Team Player*
Computer Operator	*Communication*

REFERENCE

Available on request