OMOJUWA DAMILOLA BUKOLA

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PROFESSIONAL SUMMARY

HND Banking and Finance graduate with 3+ years of customer-facing experience across fintech customer service and retail front-desk operations. Handled 40+ customer enquiries daily on transactions, KYC and account issues at Finnew Fintech, achieving a 95% CSAT score and an average response time under 3 minutes using Zendesk and CRM tools. Proficient in Microsoft Office and Google Workspace.

Seeking Graduate Trainee, Customer Service Officer, Banking Operations Associate and Financial Analyst roles in banking and fintech, Lagos.

PROFESSIONAL EXPERIENCE

Customer Service Representative *Feb 2024 – Nov 2024*
Finnew Fintech, Alausa, Ikeja, Lagos

Key Responsibilities:

- Provided prompt support to 40+ customers daily via phone, email, WhatsApp and in-app chat, resolving enquiries on transactions, account issues and KYC
- Used CRM tools and Zendesk to log complaints, escalate technical issues and follow up to ensure full resolution
- Educated customers on fintech products, app navigation and security best practices
- Collaborated with the operations and tech teams to report recurring issues and improve the customer experience

Key Achievements:

- Achieved a 95% customer satisfaction score while maintaining an average response time under 3 minutes
- Reduced repeat complaints by 30% through proactive customer education on product usage and security best practices

Receptionist & Customer Relations Officer *2019 – 2021*
Supersaver Supermarket, Ikosi-Ketu, Lagos

Key Responsibilities:

- Welcomed and assisted 20+ walk-in customers daily, handling enquiries, purchases and complaints professionally
- Managed front-desk operations and incoming calls, and logged customer information accurately
- Prepared daily reports, maintained transaction records, and coordinated with the sales team on inventory and service delivery
- Ensured a high level of customer satisfaction by resolving issues promptly and keeping the front desk organised

Key Achievements:

- Maintained positive customer relations and contributed to repeat patronage through excellent front-desk service
- Built 2 years of foundational customer service, communication and administrative experience in a fast-paced retail environment

EDUCATION

Higher National Diploma (HND), Banking and Finance *2024 – 2026*
Federal Polytechnic, Ilaro, Ogun State

Ordinary National Diploma (OND), Banking and Finance *2021 – 2023*
Federal Polytechnic, Ilaro, Ogun State

PROFESSIONAL CERTIFICATION

Jobberman Softskill Training Certificate *November 2026*
Jobberman

CORE SKILLS & TOOLS

- **Banking & Fintech:** Customer Service, Transaction & Account Support, KYC Support, Complaint Resolution, Fintech Product Education
- **Customer Service Excellence:** 40+ Daily Enquiry Handling, CSAT 95%, Front Desk & Reception, In-App Chat, Phone/Email/WhatsApp Support
- **Tools:** Zendesk, CRM Tools, Microsoft Office Suite (Word, Excel, PowerPoint), Google Workspace, Daily Reporting, Record Keeping
- **Core Strengths:** Excellent Verbal & Written Communication, Customer Relations, Time Management, Problem Solving, Teamwork

LANGUAGES

English (Fluent) | Yoruba (Native)