

Ayodele Oladejo

CXpert | Finance

 Nigeria

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About

Analytical skills; Depth in PC skills; Ability to work with little or no assistance; Good level of team playing; Ability to work under pressure; Ability to apply ownership approach to my job; Good inter/intra personal skills; Good in decision making & negotiation; Good level of confidence and integrity; Good communication and writing proficiency.

BRANDS WORKED WITH

Ecobank Nigeria

Girls Secondary School, Nnewi

Girls Secondary School, Nnewi.

Sam Electric Investment

TNS

Experience

- **Team Lead - Direct Banking Support Contact Centre**

Regional

Ecobank Nigeria | Jan 2023 - Now

Mentored and supervised a team of 20+ consultants on how to effectively handle customer communications

Oversaw the implementation and migration of data from Siebel CRM software to Microsoft Dynamics365 CRM

Conducted weekly status meetings with stakeholders on project progress and issues/risks encountered

Developed detailed project plans that included scope definition, schedule development, risk analysis, and resource requirements

Seize opportunities to upsell products when the needs arise

Worked with cross-functional teams in setting up CX structures and processes, as well as facilitating workshops to identify requirements and scope out projects.

Authorization of Approval rule maintenance, Customer account access, Customer preferences, User account access, Transactions Limit maintenance, Hard Token setup, Email and mobile number maintenance for OTP on Omnilite

Coordinates operation strategies and activities to ensure the provision of outstanding customer service while adhering to regulatory and company guidelines and requirements, ensuring efficiency and economy of resources

Authorization of Users Profile Reset / Unlock on the Internet banking platform

Daily and weekly report rendering on the activities of the team to the Management

Activation and deactivation of Customers profile on the cellulant platform
- **Digital Product Support CMB & CIB Regional Contact Centre**

Ecobank Nigeria | Mar 2020 - Jan 2023

Job description

Answer incoming calls and respond to customer's emails across the affiliates

Management and resolve customer complaints using platforms such as master card payment gateway service, Prime, Postilion, alliance access/entry 7.3

Sell bank products and place customer orders in the computer system

Identify and escalate issues to appropriate unit across the affiliate

Provide product and service information to customers

Seize opportunities to upsell products when the needs arise
Familiarity with CRM systems and practices
Approval rule maintenance, Customer account access, Customer preferences, User account access, Transactions Limit maintenance, Hard Token setup, Email and mobile number maintenance for OTP on Omniliate
Subscriber file/bill upload, Maintaining of exchange rate Inter affiliate Transactions, Corporate admin set-up, creation of report for transactions at the corporate end, Assisting users with token generation and assignment, Assisting users with account setup issues, Product Setup, setting up exchange rules for regional collection on Bank Collect
Search for status of swift transactions processed through Omniflow
Release Fund, Handling Request For Payment Breakdown, Handling Queries on Missing Payments or Unreconciled Transaction, Handling Merchant Queries and Complaints, Merchant Account Maintenance, Handling Request For Statement, Transaction search and Investigation on Prime 4 and MIGS/MPGS/Cybersource Portal
Transaction Search and investigation,
User Profile Reset / Unlock on Omniplus and Omni
Profile creation, Manage Agents, Manage Agent Terminals, Change Password, Affiliate/Agent GL Management, Affiliate Limit Management, Agent Charge Management, Agent Deactivation, Transaction Viewing on Agency app
Profile creation, Manage Merchants, Manage Merchant Terminals, Change Password, Transaction Viewing on Merchant app
Feedback management on Customer Intelligence suite webpage

● Operations

Ecobank Nigeria | Oct 2015 - Feb 2020

Job description

Posting of transfers
Monthly GL proof
Money transfer through Nigeria Interbank Settlement(NIBS)
Filling of customers mandate file accordingly
Reactivation of dormant accounts
Report rendering as at when due
Periodic updating of customers data on the system (KYC)
Bank verification number registration and linkage for new and existing customers
Relationship management
POS transactions
ATM Custodian
Remittance Services
SAP Ariba

● QC Officer

TNS | Apr 2014 - Sep 2015

Job description:

In depth research on series of consumer goods
Marketing new consumer goods to the populace
Daily training of team members on strategies to be used on the field
Ensuring all GPS devices are in a good working condition
End of the day daily reporting

● Mathematics Tutor

Girls Secondary School, Nnewi | Jul 2012 - Jun 2013

Job description:

Impacting mathematical knowledge on the students
Ensuring mathematical projects are been exhibited
Developing students new learning approach towards mathematics
Day to day maintenance of the computer laboratory
Troubleshooting and repairing of electrical faults
Ensuring solar panels and inverters are in good working condition

● ICT Maintenance Engineer

Girls Secondary School, Nnewi. | Jul 2012 - Jun 2013

Job description:

Impacting mathematical knowledge on the students
Ensuring mathematical projects are been exhibited
Developing students new learning approach towards mathematics
Day to day maintenance of the computer laboratory
Troubleshooting and repairing of electrical faults
Ensuring solar panels and inverters are in good working condition

● Technical Assistance

Sam Electric Investment | Aug 2008 - Jul 2009

Job Description:

Repair and maintenance of industrial electrical equipments
Conduit and surface wiring of new storage warehouses
Daily training from my supervisors

Education & Training

2019

● Tansian University

Bachelor's degree,

2014 - 2015

● Chartered Institute Of Commerce Nigeria

Post Graduate Diploma,

2006 - 2012

● Rufus Giwa Polytechnic

Higher National Diploma,