

AJAYI TEMITOPE MARY

CUSTOMER EXPERIENCE • CUSTOMER SERVICE • CUSTOMER CARE

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PROFESSIONAL PROFILE

Customer service and customer experience professional with hands-on experience supporting customers, resolving complaints, handling enquiries, following service procedures, and working with internal teams to achieve timely resolutions. Experienced across fintech, hospitality, education, and recovery operations, with strong communication, empathy, problem-solving, follow-up, and escalation-handling skills. Comfortable working in fast-paced, customer-facing environments and committed to delivering professional service at every interaction.

CORE COMPETENCIES

• Customer Experience & Customer Care	• Complaint Resolution & Escalation
• CRM / Customer Service Systems	• Customer Service Console Handling
• SOP Compliance & Process Adherence	• Phone, Email & Chat Support
• Issue Investigation & Follow-up	• Communication & Active Listening
• Problem Solving & De-escalation	• Team Collaboration & Internal Escalation
• Customer Relationship Management	• Accurate Record Keeping

PROFESSIONAL EXPERIENCE

Customer Care Representative — OPay

2024 – 2026

- Handled customer enquiries and service requests through phone, email, and chat channels.
- Investigated customer issues, provided clear resolutions, and followed up on outstanding cases.
- Used customer service systems and internal escalation channels to resolve complex complaints.
- Maintained a professional, customer-focused approach while working in a high-volume service environment.

Customer Service Officer — Console

2020 – 2023

- Supported customers with enquiries, complaints, service requests, and account-related concerns.
- Used customer service console tools to review cases and provide accurate responses.
- Applied service procedures and escalation processes to ensure customer issues were properly followed through.
- Maintained clear communication and professional customer relationships throughout each interaction.

Loan Recovery Officer — Nodrote Ventures

2 years

- Managed customer accounts and followed up on outstanding repayment obligations professionally.
- Negotiated practical repayment arrangements while maintaining respectful customer communication.
- Kept accurate records of customer interactions, payment commitments, and follow-up actions.
- Identified difficult cases and escalated issues when further intervention was required.

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CUSTOMER EXPERIENCE / CUSTOMER SERVICE PROFESSIONAL

Teacher — EDFAN College

1 year

- Communicated clearly with students, parents, and colleagues and responded to concerns professionally.
- Maintained accurate records, managed competing priorities, and met deadlines in a structured environment.
- Used patience, active listening, and problem-solving to handle day-to-day issues effectively.

Customer Service Representative — Testi & More Restaurants & Cafeteria, Bariga

2024

- Provided friendly front-line service and responded to customer requests in a busy hospitality environment.
- Handled customer concerns professionally and worked with colleagues to resolve service issues quickly.
- Maintained a positive customer experience while managing multiple requests during busy periods.

Assistant Headmistress — Talent Discovery Academy

2018 – 2020

- Supported school operations and coordinated communication among staff, students, and parents.
- Handled sensitive concerns and supported timely resolution of day-to-day issues.
- Mentored staff, supported performance expectations, and promoted a positive service-oriented environment.

EDUCATION

Tai Solarin University of Education, Ogun State

2013 – 2016

B.A. (Ed) English Language

Good Foundation College, Ijaiye, Lagos

2005 – 2010

WASSCE

Oko-Oba Nursery & Primary School

2005

FSLC

PROFESSIONAL STRENGTHS

- Professional written and verbal communication
- Empathy, patience and active listening
- Complaint handling and customer retention mindset
- Attention to detail and accurate documentation
- Ability to remain calm under pressure
- Teamwork, accountability and willingness to learn

REFERENCES

Available upon request.