

AYODILE, JOHN OLUWASEYI

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Professional profile

I am an energetic, ambitious person who has developed a mature and responsible approach to any task that I undertake, or situation that I am presented with. As a graduate with experience in management and problem-solving skills, I am excellent in working with others to achieve a certain objective on time and with excellence.

Education & Qualifications

- National Youth Service Corps, Rivers State March 2020

- Ladoke Akintola University of Technology, Ogbomosho, Oyo State.
 - Urban and Regional Planning – Second Class Lower Division September 2018

- St. Kizito's Catholic College, Ikirun, Osun State.
 - Senior Secondary School Certificate Examination June 2011

Placements and Projects

April 2018 – December 2018 737 Guru/Guaranty Trust Bank Plc. (Lautech Branch, Ogbomosho)

Outline

The launch of 737 product in 2016 marks another milestone in GTB quest to make banking truly simple for her customers. She remained firm in her objective to deliver banking products and services tailored to meet the diverse needs of her ever-growing customer base by leveraging technology to make banking faster, safer and more accessible for all her customers.

Key responsibilities

- Answered queries and assisted customers with account related issues on the 737 platform
- Critical and Analytical thinking to be able to solve issues at hand in an appropriate manner.

Key achievements

- My skills in Information Technology and Time Management assisted my team in resolving above 90% of all customers' complaints.

October 2016 - April 2017 Intern/Guaranty Trust Bank Plc. (Lautech Branch, Ogbomosho)

Outline

As a bulk teller, I was responsible for money transactions between the bank and their customers. The role played by our team is vital to the bank as we were the ones that process deposits and payments etc.

Key responsibilities

- Working cash for the day were received at resumption and balancing of the checks and cash at the end of every day.
- Accepted deposits of both checks and cash and validated deposit slips.
- Received payments for bills, loans and mortgages.
- Answered queries and assisted customers with account related issues.
- I was able to bring my knowledge of numbers to the job as it is critical for bank tellers to have a good knowledge of mathematics along with a strong numeric ability.
- Excellent communication and comprehension skills were exemplified on the job as I need to be able to read and understand official documents and communicate their contents effectively.

Key achievements

- My good interpersonal skills and customer centric approach in carrying out my duties as an Intern earned me recommendation for an opportunity as a 737 Guru in 2018

July 2020-March 2021 – Bancassurance Agent (AIICO Insurance Plc)

Outline

As a bancassurance agent, I was responsible for the sales of Insurance policies and policy renewal.

Key responsibilities

- Attending to bank customers on the need to buy an insurance policy.
- Treating customers premium payment as a matter of urgency
- Taking customers through insurance products and services.

March 2021- November 2021- MAT PROJEKTS LTD (Site Supervisor)

Outline

As a site supervisor I was in charge of all activities and projects going on in each site and giving adequate reports.

Key Responsibilities

- Responsible for project coordination
- Ensure adequate and proper measurements is follow with respect to the plans provided

November 2021- August 2022– Dlight Solar (Call Centre Agent)

Outline

As a call centre agent we're in charge of request and complaint handling from customers

Key Responsibilities

- Attending to calls, request and complaints from customers while providing solutions

August 2022- Present – Bosak Microfinance Bank (Customer Service Officer)

Outline

Ensuring pro-active service to customers by adhering to Banks standard customer service delivery turn-around time. Managing customer inquiry with regards service points within the branch where clients can be serviced through accounts opening packages, savings passbooks, cheque books, customer statements etc.

Maximising Customer Satisfaction by ensuring quick and professional service and complaint management

Ensuring clear and logical queue management

Skills

- Great Analytical Skills
- Ms Word & Ms Excel Proficiency
- Team Player
- Excellent Verbal and Writing Skills
- Interpersonal Relationship
- Customer Service
- Decision Making

Interests

Fundraising, Volunteering, Travelling and Sports.

Referees Available on Request
