

# BANJO OLUWAYINKA MICHEAL

Ogun state Nigeria

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## Objective

Seeking an Entry-level position that offers a supportive learning environment, where skills and knowledge can be developed under the guidance of experienced professionals

## Experience

**Graphic design Freelance.**

**Intern / Customer service representative**

**7/2022-10/2023**

**Emeralds Microfinance Bank**

**Ifako-ijaiye, Lagos state Nigeria**

- Responded to customer inquires via phone, email, and live chat
- Provided feedback and suggestions to improve customer service processes
- Resolved customer complaints and issues in a timely and professional manner

## Skills

- Effective communication
- Empathy
- Microsoft Office suite
- Leadership
- Deadline oriented
- Problem solving

## Education

**Bachelor of Science – Accounting**

**11/2019 to 8/2024**

Federal University of Oye – Ekiti

Oye- Ekiti, Ekiti State Nigeria

[second-class honors- Upper division]