

# Oyewole Rebecca Olufunmi

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🏠 Lagos State, Nigeria

## SUMMARY

Results-oriented software developer with a strong understanding of the software development cycle. Excellent team player with a commitment to continuous learning and personal growth. Proficient in front-end frameworks, HTML, CSS, JavaScript, and React.

Customer-focused Customer Experience Expert with a track record of resolving customer queries and ensuring satisfaction. Equipped with strong knowledge of products and services to enhance customer fulfilment. Demonstrated adaptability and flexibility in managing customer dissatisfaction. Skilled in quality assurance and maintaining a positive attitude towards customers.

## SKILLS

- Proven leadership and management skill
- Front-end framework
- Excellent team player
- HTML/CSS/JavaScript, React proficiency
- Adaptability and Flexibility

## EXPERIENCE

### Software Development Intern

#### Sail Innovation Lab

07/2024 - Present

- Collaborated with other developers to ensure code quality and functionality.
- Wrote clear, clean codes for various projects.
- Participated actively in peer-to-peer learning opportunities, which helped to expand personal skill-set as well as foster a collaborative work environment.
- Developed a strong problem-solving skill by troubleshooting complex issues. Developing a thorough understanding of the software development cycle through the hand-on project.

## **Customer Experience Expert**

**United Bank for Africa**

**12/2020 - 07/2024**

### **The Email/Social Media/Live-Chat**

- Unit Handled and resolved customer queries using computer applications and software.
- Ensured customer satisfaction and provided professional service support. ·Responded promptly to customers' inquiries.
- Acknowledged and resolved customer complaints.
- Maintained a positive, empathetic, and professional attitude towards the customer at all times.
- Equipped self with good knowledge of products to enhance customer fulfilment and also cross/up-sold the company products and services to prospective customers.

## **VIDEO VALIDATION UNIT**

- Validated customers by carrying out a video call with them to know the authenticity of the request.
- Followed up on customer's request to ensure a prompt resolution.
- Worked with other units in the bank to ensure positive customer feedback.

## **QUALITY ASSURANCE UNIT**

- Provided quality evaluations via remote monitoring of calls, recorded calls, side-by-side evaluation, and live calls, ensuring quality delivery on every agent-customer interaction Ensured compliance to standard operating procedures.
- Identified knowledge Gaps/Areas to improvement, providing regular feedback and coaching to promote awareness.
- Monitored agents' interactions to ensure quality customer service and compliance with call center procedures for call handling.
- Actively participated in training and development opportunities, keeping abreast of customer service developments and the technical requirements of the job, thus ensuring that information provided to customers are up-to-date, accurate, and professionally delivered.

## **CASH BULK TELLER INTERN**

**Guaranty Trust Bank**

**02/2015 - 02/2016**

- Performed daily balancing accurately within established time frames.
- Balanced cash drawer and maintained full accountability for assigned cash on hand.
- Developed expertise in using various software programs related to banking operations such as online banking systems and automated teller machines.
- Utilized strong organizational skills to ensure accurate record keeping of all cash transactions.

## **EDUCATION**

BSc Business Administration and Management

Ajayi Crowther University

**08/2021 - 07/2023**

HND Business Administration and Management

Yaba College of Technology

**06/2016 - 03/2018**

OND, Business Administration and Management

Yaba College of Technology

**2012- 2014**

## **VOLUNTEERING**

Health care support (World Health Organization)

**2019/2020**

- Assisted in administering smallpox vaccines
- Assisted in administering polio immunization