

# 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.

## EXPERIENCE

### SAIL INNOVATIONS LAB

07/2024 – 01/2025

#### Software Development Intern

- Engineered efficient, maintainable code for diverse projects, adhering to best practices and coding standards.
- Engaged in collaborative peer-to-peer learning sessions, enhancing technical skills and fostering a culture of teamwork.
- Cultivated strong problem-solving abilities by diagnosing and resolving complex technical challenges.
- Collaborated with development teams to ensure code quality, functionality, and alignment with project objectives.
- Contributed to software testing processes, verifying functionality and ensuring adherence to quality standards.
- Identified and rectified bugs within the codebase, improving software reliability and user experience.

## **CUSTOMER EXPERIENCE EXPERT**

**UNITED BANK FOR AFRICA (CUSTOMER FULFILMENT CENTER)**

**12/2020 - 07/2024**

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

- 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.

**UNITED BANK FOR AFRICA (CUSTOMER FULFILMENT CENTER)**

**03/2021 - 07/2022**

### **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.
- Addressed customer inquiries regarding account balances, transaction history, and general banking services.
- Resolved issues promptly, escalating complex cases to appropriate departments when necessary.

**UNITED BANK FOR AFRICA (CUSTOMER FULFILMENT CENTER)**

**07/2022 - 07/2024**

### **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.

**GUARANTY TRUST BANK**  
**CASH BULK TELLER INTERN**

**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**

**SKILLS**

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

## **VOLUNTEERING**

Health care support (World Health Organization)

**2019/2020**

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

