

FAVOUR CHINYERE OJIRIDIKE

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SUMMARY

- A proactive professional with a unique blend of qualifications in **Business Administration and Mass Communication**.
- Certified in **Data Analysis, AI, Machine Learning, and Management**, combining interpersonal and analytical abilities
- Proven experience delivering high-quality service in fast-paced environments, including: **customer service, HR function and banking operation**.
- Known for strong people skills and **meticulous attention to detail**.
- Skilled at leveraging data for informed decision-making and Proven ability to work **effectively under pressure**.

EDUCATION

Ajayi Crowther University, Oyo State Postgraduate Diploma in Business Administration GRADE: 2 nd Class Upper	<i>April 2024 – November 2025</i>
Federal Polytechnic Nekede Owerri, Imo State Higher National Diploma in Mass Communication GRADE: Upper Credit (3.10)	<i>October 2019 - December 2021</i>
Federal Polytechnic Nekede Owerri, Imo State Ordinary National Diploma in Mass Communication GRADE: Lower Credit (2.91)	<i>November 2016 - September 2018</i>
Nneato Secondary School, Nneato Umunneochi West African Examination Council (WAEC) GRADE: 9 credits with English and Mathematics	<i>September 2007 - June 2014</i>
Nneato Central School, Nneato First School Leaving Certificate GRADE: Credit	<i>September 2002 - July 2007</i>

WORK EXPERIENCE

Taj Bank Ajah Lagos <i>Customer Service Officer</i>	<i>June 2025 – Till date</i>
<ul style="list-style-type: none">Delivered excellent customer support by responding to inquiries, resolving complaints, and ensuring a positive banking experience.Assisted clients in understanding and accessing financial products and services, improving customer satisfaction and retention.Processed account transactions, loan applications, and service requests while maintaining full compliance with banking policies and regulatory standards.Collaborated with colleagues to streamline service operations and meet daily customer service targets.	
Taj Bank Lekki Lagos <i>Teller</i>	<i>April 2025 – May 2025</i>
<ul style="list-style-type: none">Handled daily cash deposits, withdrawals, transfers, and cheque processing with accuracy and efficiency.Reconciled accounts and balanced cash drawers at the end of each day, ensuring zero discrepancies and compliance with audit requirements.Delivered fast and professional front-line customer service, reducing wait times and improving branch efficiency.Educated customers on banking procedures and available services, contributing to better customer awareness and trust.	

- Assisting with virtual onboarding processes, ensuring new hires are equipped with the necessary tools.
- I assist in coordinating virtual orientation sessions and sending welcome kits.
- Manage HR administrative duties and keep track of remote attendance.
- Maintaining digital employee records and ensuring data accuracy.
- Supporting the HR team in tracking performance review schedules and gathering necessary documents.
- Helping with data collection for performance evaluations and feedback.
- Keep Track of employees’ task performance using the project management tools.
- Manage HR emails and schedule virtual interviews.
- preparing HR related documents such as contracts, offer letters, termination letters, and recommendation letter

- Assisted clients with mortgage applications, ensuring all documentation was accurate and complete.
- Ensuring correct amounts are refunded to clients, adjusting accounts as needed, and managing any paperwork involved
- Analysed and resolved customer inquiries and complaints, improving client satisfaction by 60%.
- Utilised communication skills to liaise with clients and address inquiries.
- Perform various administrative tasks, such as scanning, answering phone calls, responding to emails and filing documents.
- Prepare the client’s National Housing Fund documents monthly, meeting 90% of deadlines.
- Keeping detailed records of all refunds for auditing purposes and reporting on refund activity to other departments as required.
- Assisted loan and data department to enter customer details into their database.

SKILLS

Technical Skills	Hard Skills	Soft Skills
Power BI, Python, SQL (basic)	Customer Relationship Management and banking Operation	Communication, Interpersonal & Attention to Detail
Data Analysis & Reporting	Business Administration & Management	Problem-Solving & Critical Thinking
AI & Machine Learning	HR Support (Recruitment, Onboarding, Records Management)	Adaptability, Multitasking & Accuracy
Microsoft Office Suite, Google Workspace and Remote tools	Data Documentation & Compliance	Team Collaboration & Leadership

CERTIFICATIONS

Data Science and Machine Learning, Deep Tech Ready

- Gained practical knowledge of data analysis, machine learning concepts, and AI applications using industry-relevant tools to support data-driven decision-making.

AI Career Essential and Virtual Assistance, ALX

- Gained knowledge in various tools in the tech industries, both in data analysis, Human Resources, and effective communication skills.

Data Analyst, 3MTT

- Gained in data visualization, statistical analysis, and data cleaning techniques using tools like Excel, Power BI, and Python.

Nigeria Institution of Management (NIM)

- Understood needs for the following; Ethics and corporate governance, Innovation and Entrepreneurship, Performance management, business communication skills, project management, and strategic planning.

REFERENCE

Upon Request