

## ADELEYE IDOWU OLORUNOBANISOLA

Technical Support Specialist

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### PROFESSIONAL SUMMARY

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A committed Technical Support Specialist with hands-on experience assisting customers and resolving IT-related issues. Proficient in troubleshooting hardware, software, and digital platform problems to minimize downtime and ensure seamless user experiences. Familiar with CRM and IT ticketing tools including GRP (UBA's internal system), Freshdesk, Zendesk, and others. Known for clear communication, collaborative problem-solving, and a strong desire to grow in technical environments.

### SKILLS

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#### Core Competencies

- Technical Issue Resolution (Hardware/Software)
- IT Ticketing & CRM Tools (GRP, Zendesk, Freshdesk)
- Email, Chat & Phone Support
- Digital Banking & Application Support
- Microsoft Office & Google Workspace
- Problem Solving & Critical Thinking
- System Downtime Reduction Collaboration
- Customer-Focused Communication
- IT Troubleshooting & Helpdesk Support

#### Soft Skills

- Critical Thinking & Problem Solving
- Adaptability & Time Management
- Detail-Oriented
- Professionalism & Team Collaboration
- Excellent Communication (Verbal & Written)

## WORK HISTORY

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### Technical Support

*United Bank for Africa* | Nov 2023 – Feb 2025

- Delivered first-level technical support for banking applications, digital channels, and online transactions, resolving 100+ customer cases daily via phone, chat, and email.
- Diagnosed and resolved user-reported issues across digital banking platforms, maintaining a 98% first-contact resolution rate.
- Guided customers through mobile app and internet banking setup, contributing to a 30% rise in digital adoption.
- Escalated complex or system-wide issues to backend IT teams via GRP CRM, ensuring swift resolution and service continuity.
- Collaborated with IT units to troubleshoot software bugs and connectivity errors, reducing system-related complaints by 15%.
- Educated users on cybersecurity best practices, promoting safe online banking and boosting customer trust.
- Documented all support activities in GRP CRM, ensuring compliance with internal policies and SLA benchmarks.
- Managed access-related requests, including login failures, password resets, and account activation tasks.

### Customer Support

*United Bank for Africa* | Nov 2022 – Nov 2023

- Delivered frontline support to 100+ customers daily across in-branch, phone, and digital channels, maintaining a 95% customer satisfaction rate.
- Assisted customers in setting up and navigating mobile and internet banking platforms, both in person and remotely, leading to a 30% increase in digital adoption.
- Diagnosed and resolved account login issues, transaction failures, and app-related errors with a 98% first-contact resolution rate.
- Escalated unresolved technical issues to backend IT teams via GRP CRM, ensuring swift resolution and reducing system downtime by 15%.
- Educated customers on secure banking practices, increasing awareness of cybersecurity and enhancing trust in digital platforms.
- Maintained accurate records of customer interactions and technical issues in GRP, supporting compliance and SLA monitoring.
- Balanced the use of empathy and technical knowledge to handle inquiries in high-pressure environments, both at the branch and remotely.

## **Bank Teller**

*United Bank for Africa | Nov 2021 – Nov 2022*

- Maintained accurate cash drawers, ensuring 100% compliance with financial regulations.
- Increased bank revenue by 15% through optimized currency exchange and money order management, enhancing customer satisfaction.
- Drove 20% sales increase by promoting bank products to customers, boosting overall performance metrics.

## **Freelance Virtual Assistant**

*Freelance | Mar 2021 – Sep 2021*

- Achieved 30% productivity improvement by delivering comprehensive administrative support, including managing emails and scheduling meetings.
- Ensured 100% project goal completion by utilizing project management tools to track tasks and deadlines.
- Enhanced client efficiency by processing 200 data entries and organizing documents swiftly, improving customer support.
- Contributed to 100% seamless travel experiences by supporting clients with travel planning and logistics.

## **Admin Officer – Assistant**

*Ministry of Trade, Industry & Cooperative Sec | Mar 2020 – Feb 2021*

- Achieved 99% communication reliability by managing internal and external communications to distribute memos and emails efficiently.
- Provided transparency in decision-making by preparing 10 comprehensive reports for stakeholders..
- Prevented stockouts by managing inventory and ensuring timely stock replenishment, maintaining an optimal level of 300 items.

## **Sales and Customer Relationship Officer**

*Cut-To-Fit Fashion | Feb 2019 – Feb 2020*

- Achieved 30% sales growth by introducing innovative collections that elevated customer awareness.
- Improved customer retention by 25% through building relationships and addressing feedback effectively.
- Contributed to 15% increase in sales and customer loyalty by collaborating with team members to refine sales strategies.

## EDUCATION

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### **Higher National Diploma in Business Administration**

*Lagos City Polytechnic, Lagos State*

## CERTIFICATIONS

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- **Software Development and AI** – TD Africa (2025)
- **Customer Success Fundamentals** – Customer SuccessU (2024)
- **Jobberman Accelerated Soft Skills Course** – Jobberman Nigeria Limited (2021)
- **Executive Business Administration Diploma Certification** – Lagos State (2019)