

# TITILOPE ESTHER AJAYI

10, Methodist Mission Street, Agric, Oloja Estate, Epe, Lagos, Nigeria. |08163958963| [teaajayi@gmail.com](mailto:teaajayi@gmail.com)

**SUMMARY** My career interests include a role at the intersection of Strategy, Management, Tech & Innovation, Governance and Policy Development. I am detail-oriented and capable of coordinating, planning, and supporting daily operational and administrative activities. Also, I have a track record of providing business operations support for senior-level staff and executives.

**SKILLS**

• Financial Reporting	• Content Development	• Client Relationship Management	• Project Management
• Accounts Payable/Receivable	• Financial Statement Analysis.	• Advanced Analytical Skills	• Financial Statement Preparation
• Budget and Planning		• Event Management	• Financial Planning
• Account Reconciliations			

**WORK EXPERIENCE**

**Customer Service Officer | ACCESS BANK PLC – IBADAN** | October 2019 – January 2020

- Promptly responded to a daily average of 100 customer inquiries, proffering solutions as necessary.
- Utilized advanced conflict resolution skills to resolve customer complaints.
- Efficiently processed orders, forms, applications, and requests.
- Kept accurate records of customer interactions, transactions, comments and complaints.
- Ensured 100% customer's satisfaction and provide professional customer support.

**Instructor (NYSC) | IMMACULATE COLLEGE – Ifon, Ondo State, Nigeria** | June 2018 – July 2019

- Subject Teacher for Economics and English Language.
- Established clear objectives for all lessons, units, and projects, and communicated those objectives to students.
- Prepared the students for National Examination.

**Programmes Assistant | ONELIFE INITIATIVE FOR HUMAN DEVELOPMENT – Ibadan, Oyo State, Nigeria** | June 2017 – October 2017

- Liaised with Market Heads of four (4) zones in Oyo State (Ibadan, Kajola, Ogbomoso and Oyo) to organize a successful campaign against Female Genital Mutilation.
- Managed logistics and operations of twenty (20) major and minor markets both in the 4 different zones.
- Led the campaign team and addressed not less than 50 audiences per time in various markets.
- Gave radio interviews reaching an average of 1,000 people per programme.

**Intern | OFFICE OF THE AUDITOR GENERAL – State Secretariat, Ibadan, Oyo State, Nigeria** | August 2015 – December 2015

- Performed the auditing of various ministries car loan ledger.
- Reported observations of errors, omissions and unusual entries, and performed other functions as assigned by supervisor.
- Assisted in the preparation of Audit reports.
- Learnt audit ethics and various office practice and relations

**OTHER EXPERIENCE**

**Event Coordinator | OSE LOCAL GOVERNMENT YOUTH ENLIGHTENMENT SUMMIT – Ifon, Ondo State** | August 2015 – December 2015

- Created and implemented framework for the event of over 150 participants.
- Liaised with sponsors and facilitators.
- Mobilized about 150 high school students and young school leavers across the local government to the event.

**Vice President | THE ARENA NIGERIA INITIATIVE** | 2015 – 2016

- Headed the monitoring and evaluation unit.
- Successfully organized "The Arena 2015" and "The Arena 2016". A speech contest that centres on proffering transformational solutions to national challenges - cuts across students at all levels, and has produced top and leading public speakers across campuses in Nigeria. It had over 50 contestants in both edition with about a thousand audience.
- Liaised with people to seek sponsorship and partnership towards the success of the competition.

**COMPETENCIES**

- Multitasking: Juggle multiple tasks and responsibilities while remaining composed and meeting deadlines.
- Experienced with GAAP and IFRS, Sarbanes Oxley and skilled in Internal Controls and Internal Audits.
- Ability to develop relationships and rapport with stakeholders, clients, and operational staff.
- Proficient in the use of Microsoft Office suites, applications/accounting packages such as Peachtree (SAGE50) Accounting Software and other data analysis tools.

**EDUCATION**

- **Bachelor of Technology in Management and Accounting March 2018**  
LADOKE AKINTOLA UNIVERSITY OF TECHNOLOGY, Ogbomoso

**PROFESSIONAL QUALIFICATIONS**

- **Associate Chartered Accountant**  
INSTITUTE OF CHARTERED ACCOUNTANTS OF NIGERIA (ICAN) **Ongoing**
- **Associate Accounting Technician, AAT December 2016**  
ASSOCIATION OF ACCOUNTING TECHNICIANS WEST AFRICA (ATSWA)