

Happiness Osatohanmwun Olusegun

Customer Experience & Knowledge Management Professional

Customer experience and knowledge management professional with 3+ years of experience in banking and fintech operations. Currently on an approved leave of absence from The Alternative Bank Ltd to pursue advanced learning opportunities in product and project management.

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WORK EXPERIENCE

The Alternative Bank Ltd — Knowledge Centre Officer, Customer Experience Group Jan 2024 – Mar 2025

- Designed and implemented onboarding and continuous learning programs that strengthened employee competence and service consistency.
- Collaborated with department leads to identify operational pain points and developed training materials to address them.
- Monitored knowledge KPIs to measure adoption, performance, and customer satisfaction impact.

The Alternative Bank Ltd — Delight Officer (Customer Experience), Customer Experience Group Mar 2023 – Present

- Provided end-to-end customer support, ensuring timely resolution of complex service issues.
- Analyzed feedback trends to inform product and process improvements.
- Supported operational efficiency initiatives and contributed to a culture of customer delight.

Wema Bank Plc — Customer Support Officer Sep 2021 – Nov 2022

- Handled customer inquiries and complaints across digital and physical channels, maintaining high satisfaction scores.
- Supported product onboarding and service requests to improve customer retention.
- Collaborated with internal teams to ensure seamless resolution of customer and technical issues.

Tiwis Place of Décor — Sales and Marketing Executive Apr 2019 – Oct 2019

- Promoted décor products and managed client relationships to drive sales growth.
- Executed marketing strategies that improved brand visibility and customer engagement.
- Supported event setup and logistics for corporate and individual clients.

EDUCATION

Ahmadu Bello University, Zaria	MSc, Disaster and Risk Management (In Progress) Expected 2025
Adekunle Ajasin University, Akungba Akoko	BSc, Economics Education 2019

KEY SKILLS

Customer Experience & Operations
Product & Project Support
Process Improvement & Data Reporting
Digital Transformation & Innovation
API & Fintech Concepts (Learning)
Learning Design & Knowledge Management
Stakeholder Engagement & Communication
Problem Solving & Critical Thinking

CERTIFICATIONS & TRAINING

- Women Techsters Bootcamp: Technical Project Management (in progress)
- Google Project Management Certification (in progress)

CAREER INTEREST

Exploring opportunities in operations, fintech, product development, learning strategy, and project management — with a focus on creating impactful, technology-driven solutions across industries.