



# Zainab Abidemi Sulaiman

Customer Service Representative

## 👤 Profile

- Hard-working professional with 5 years, 6 months of experience and a proven knowledge of branch operations and commercial banking.
- Played an excellent role in ensuring customers received outstanding service by adhering to and enforcing customer service programs
- Equipped with a basic skills, requisite for handling Computer software's like MS Word, Outlook, Skype, Teams etc

## 📁 Employment History

Customer Service Representative at Access Bank Plc Kano, Nigeria  
April 2019 - October 2022

- Identified customer needs by reviewing customer accounts and inquired to develop.
- Provided assistance with maintaining customer records and accounts.
  - Supported sales partners to address customer's needs and help grow business.

Customer Service Representative at Diamond Bank Kano, Nigeria  
May 2017 - April 2019

- Listened to customers and maintained friendly, positive, professional attitude.
- Greeted and assisted all customers in prompt, friendly and courteous manner.
- Maintained communication with customers throughout resolution process.
- Ensured customers receive outstanding service by adhering to and enforcing customer service programs.

## 🎓 Education

Software Engineering Programme

ALX Africa

Expected Graduation September 2023

An IT Training Institute in partnership with Master Card Foundation

equipping students with various technical capabilities for a duration of 12 months

## Details

+234-705-207-1011

+234-705-062-3407

[sulaiman.abidemi94@gmail.com](mailto:sulaiman.abidemi94@gmail.com)

## Links

<https://www.coursera.org/account/accomplishments/certificate/3J4PVPPEDRU>

[https://www.credly.com/badges/6c579eb3-04fd-4a59-84dd-1d457ab6f969/public\\_url](https://www.credly.com/badges/6c579eb3-04fd-4a59-84dd-1d457ab6f969/public_url)

## Skills

- Customer Service
- Relationship Management
- Due Diligence
- Computer Skills
- Work Ethics
- Oral Communication

## Hobbies

Listening to music, Dancing.

## Languages

- **English**  
Advanced
- **Yoruba**  
Advanced

**Front End Web Development**

**Vephla Training Institute Lagos Nigeria**

Expected Graduation April 2023

**Bachelors of Science, University of Lagos (UNILAG), Lagos, Nigeria**

Expected Graduation August 2023

BSc. in Public Administration

**Kwara State Polytechnic, Nigeria**

August 2012 - September 2014

National Diploma in Accountancy

## 📌 References

**Chiedozie Ekejiuba from Access Bank Plc**

[Chiedozie.Ekejiuba@accessbankplc.com](mailto:Chiedozie.Ekejiuba@accessbankplc.com)

+234-803-452-2705

**Timothy Oyetayo**

[Oyetayotimothy@gmail.com](mailto:Oyetayotimothy@gmail.com)

+234-810-364-8554

+234-913-672-8482

