TUNRAYO IDEMOH

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**PROFESSIONAL SUMMARY**

*To utilize my communication, interpersonal and management skills within a forward-looking organization while working to effectively achieve set out objectives.*

*To continuously learn and always strive for excellence, to invest, work with enduring legacy, seeking self-development and improvement with job satisfaction.*

**CORE COMPETENCE**

* Customer Service ● Leadership ● Team Management
* Customer engagement ● Time management ● Microsoft Excel
* Customer retention. ● Decision making ● Microsoft Word
* Relationship building and management. ● Detail Oriented ● Microsoft PowerPoint
* Strong interpersonal skills ● Problem solving
* Professionalism ● Excellent communication skills (written and oral)

**PROFESSIONAL EXPERIENCE**

**March 2020, - July 2022, Renmoney Micro Finance Bank**

**Business Analyst, Digital**

Consistently providing analytical support in; research and analysis, process improvement projects, the identification and analysis of opportunities and reporting of business solutions to Senior Management.

*Selected Contribution:*

* Communicating with customers through various channels: Phone, Chats, and email.
* Engaging stakeholders with developing processes to streamline client’s experience.
* Resolving customer complaints, managing database records, drafting status reports on customer service issues.
* Provide analysis of trends, forecasts and recommend actions for optimization.
* Data Analysis and research using excel as required to provide insight on online channels.
* Providing accurate, valid and complete information by using the right methods, tools and information available.
* Understanding client’s portfolio and cross selling products and services to client.
* Documentation of client’s interaction and escalation of client issues.
* Preparing presentations on projects and activities.

**Accomplishment**: Helped with the creation of new processes to enhance customers’ experience. This initiatives increased our customers’ satisfactions numbers by 30%

**May 2017 – December 2019, SPNS Consulting**

**Analyst,**

Supporting SPNS Consulting, consistently provided support in; Documenting customers interaction, the identification, and analysis of opportunities and reporting to Senior Management.

*Selected Contribution:*

* Responding promptly to customers queries.
* Creating excel analysis of customers complaint and resolution time.
* Communicating with customers through various channels: Phone, Chats, and email.
* Resolving customers’ complaints.
* Processing orders, forms, applications, and requests.
* Documentation of customers’ interactions, transactions, and complaints.

**Accomplishment**: Reduced the Average response time by 15 minutes and improve customer experience.

**February 2015 - October 2016 – Lifebridge Medical Diagnostics Centre**

**Analyst, Intern**

*Selected Contribution:*

* Assisting with all aspects of administrative management, directory maintenance, logistics, equipment inventory and storage.
* Managing inventory of assets and supplies, sourcing for suppliers (vendors) and submitting invoices.
* Preparing business correspondence, typically using Microsoft Office (Word, Excel, and PowerPoint).
* Managing documents, files and distributing information.
* Assisting in various daily operation.
* Performing multifaceted general office support.

 Educational Background and Training

**Project Management -** International Business Management Institute

**B.Sc. Business Administration –** Adekunle Ajasin University