

OLUWASEUN AJIBADE

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Summary

Results-driven and technology-savvy professional with extensive experience in the banking and telecommunications industries. Proficient in customer service, financial advising, business analysis, workforce planning, and data-driven decision-making. I am skilled in operational modeling, gap analysis, and strategic problem-solving. Adept at leading teams, facilitating executive workshops, and developing business cases to support organizational growth. Passionate about innovation, collaboration, and delivering impactful business outcomes. Open to commuting or relocating as needed.

Skills

- Data Analysis and Interpretation
- Business Process Improvement
- Excellent Verbal and Written Communication
- Problem-Solving and Decision Making
- Ability to learn new concepts & application
- Change management
- Simulation & Risk Analysis
- Client Engagement and Relationship Management
- CRM and Database Management
- Advanced Proficiency in Microsoft Office Suite (Excel, Word, Outlook) and Google Suites

Professional Experience

Customer Care Specialist & Retention Analysis / IO Solutions Contact Center Inc. – Remote Canada

08/2023 – Present

- Delivered top-notch customer service, analyzed inquiries and feedback through various channels, and identified trends to improve service offerings.
- Acted as a primary point of contact for resolving customer issues, troubleshooting technical problems, and ensuring timely resolutions.
- Collaborate with cross-functional teams to gather inputs and validate assumptions used in financial models. Also gathered and analyzed customer feedback to identify areas for improvement and provided actionable management insights.
- Analyze business requirement documents to identify, track, and resolve business system issues and software requirements.
- Consistently met and exceeded quotas and performance metrics, focusing on customer satisfaction and retention.

Business Analysis & Development/ Polaris Bank Limited – Nigeria

09/2018 – 03/2023

- Assess, research, analyze, and document stakeholder needs and support the development of business solutions that satisfy client needs and improve account management processes.
- Utilized data-driven insights to address customer inquiries, complaints, and requests efficiently, enhancing the overall customer experience.
- Investigated and resolved customer complaints using analytical methods to identify root causes and implement long-term solutions, maintaining strong client relationships.

- Systematically recorded and analyzed customer interactions and account activities, ensuring data integrity and providing insights for process improvements.
- Employed advanced mobile applications and banking technologies to streamline customer service processes and enhance client satisfaction.

Financial Advisor/ Skye Bank Plc – Nigeria

04/2009 – 09/2018

- Assess clients' financial situations, goals, and risk tolerance to provide tailored financial advice and solutions.
- Offer suitable banking products such as savings accounts, loans, mortgages, investments, and insurance to meet clients' needs. Also processed international trades such as LC, BC and other contingent liabilities.
- Ensure all financial advice and transactions comply with banking regulations, policies, and risk management standards.

Certifications

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|---|--------------------------|-------------|
| • Google Career Certificate - | ITExperience | <i>2024</i> |
| • Business Analysis Accelerator Course - | Business Analysis School | <i>2023</i> |
| • Scrum Fundamentals Certified (SFC) - | SCRUMstudy | <i>2023</i> |
| • Data Analyst Certification - | EntryLevel | <i>2022</i> |
| • Chartered Banker- | CIBN | |
| • Associate Chartered Accountant- | ICAN | <i>2012</i> |

Technical Skills

- **Data Analysis Tools:** Tableau, SQL, Power BI, RStudio, Python
- **Project Management & Analytics:** Jira, Balsamiq Wireframes, draw.io
- **Documentation & Reporting:** MS Office Suite (Excel, Word, PowerPoint), MS Teams, SharePoint
- **Business Process Tools:** CRM Systems, SDLC

Education

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| • Post-Baccalaureate Diploma in Business Analytics
Cape Breton University, Sydney, NS, Canada | <i>2025</i> |
| • MBA in Finance
Ladoke Akintola University of Technology, Ogbomosho, Nigeria | <i>2014</i> |
| • Bachelor of Science in Accounting
Covenant University, Ota, Nigeria | <i>2007</i> |

Projects & Achievements

- **Customer Feedback Initiative:** Led a feedback collection initiative that enhanced client engagement by 20%, optimizing project alignment with customer expectations.
- **Financial Modeling & Business Insights:** Leveraged financial models to assess customer-focused projects, contributing actionable recommendations for decision-making.

References

Available upon request