

TEMITAYO DANIEL AJALA

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Professional Summary

Self-motivated Statistician with exceptional quantitative analysis skills. Known for strengths in assessing data reliability and creating meaningful reports. Highly skilled in technical writing and documentation.

Self-motivated Administrator bringing proven leadership, organizational and customer relations skills.

Independently solved problems and kept teams on task to handle diverse business requirements.

Skills

- Project Management
- Business administration
- Strategic Planning
- Technical Support
- Administrative support
- Office management
- Telephone skills
- Organization skills
- Performance improvement
- Time management
- Staff Management
- Conflict Resolution
- Customer and Client Relations
- Office administration

Work History

Bank Teller/ Cash Officer , October 2021 till date

Access Bank Plc – Victoria Island,, Lagos State

- Assisting customers with setting up or closing accounts, completing loan applications and signing up for new services.
- Assisting customers with compromised debit cards and issued new credentials.
- Placing orders for customer checks and verified starting numbers.
- Building and strengthened customer relationships by leveraging excellent interpersonal and communication skills.
- Providing customer records, account statements and copies of checks.
- Completing highly accurate, high-volume money counts via both manual and machine-driven approaches.
- Educating customers on use of banking website and mobile apps.

Classroom Teacher (NYSC), November 2018 to October 2019

Government Secondary School – Alhamis Mada Station, Nasarawa State

- Sat in on classes of fellow teaching professionals to learn innovative methods for dispensing information to students.
- Assessed student learning progress and comprehension with routine tests and standardized examinations.
- Planned lessons, activities and trips to cover all required course material.
- Taught Mathematics subject matter to students on information compiled from multiple sources, including textbooks, online sites and other educational materials.
- Documented attendance, assignments, grades and participation for over fifty students.

Industrial Trainee, January 2015 to November 2015

National Bureau Of Statistics – Oshogbo , Osun State

- Conducted research, gathered information from multiple sources and presented results.
- Developed and implemented performance improvement strategies and plans to promote continuous improvement.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Prepared a variety of different written communications, reports and documents to ensure smooth operations.
- Used critical thinking to break down problems, evaluate solutions and make decisions.

Customer Service Representative, April 2013 to August 2013

God Is Good Global Ventures – Ibadan , Oyo State

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers in fast-paced environment.
- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
- Offered advice and assistance to customers, paying attention to special needs or wants
- Responded to customer requests for products, services and company information.
- Cultivated customer loyalty, promoted repeat customers and improved sales.

Education

HND: Statistics, 2018

Osun State College of Technology - ESA Oke, Osun State

National Diploma : Statistics, 2015

Osun State College of Technology - ESA Oke, Osun State

Accomplishments

- Increased office productivity by implementing numerous process improvements.
- Streamlined workflow by consolidating lengthy processes and redundant documentation that resulted in more effective and timely completion of task Bank teller
- Increased office productivity by implementing numerous process improvements.
- Oversaw implementation of new system which resulted in more cost-effective service.
- Customer Follow-up - Ensured that customers were satisfied with and services by doing purchase follow-up calls as customer service representative.
- Conflict Resolution - Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and customer satisfaction

Additional Information

- Trainer Statistician
- Astute administrator
- Experienced business enthusiasts