

OYEKUNLE Rachael Doyin

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Nationality: Nigerian

CAREER OBJECTIVES

To be a motivated and results-driven Customer Care Representative, delivering exceptional client support and resolving inquiries with efficiency and professionalism. Skilled in handling high-volume customer interactions, fostering positive relationships, and ensuring customer satisfaction while adhering to company policies and service standards.

To leverage strong communication, problem-solving, and interpersonal skills to contribute to a dynamic team and enhance the customer experience in a growth-oriented organization.

EDUCATION HISTORY

Masters of Science in Epidemiology University of Ibadan, Oyo State, Nigeria.	2022 to 2024
Bachelor of Sciences (B.Sc) in Microbiology. Obafemi Awolowo University, Osun State, Nigeria.	2013 to 2018
High School certificate equivalent Oyan Grammar School, Osun State, Nigeria.	2006 to 2012
Nigeria Primary School Leaving Certificate Folorunsho Memorial Primary School, Oyan, Osun State, Nigeria.	1998 to 2005

WORK EXPERIENCE

Dinnovate Educational/Research Network and Consultancy Services (DENACS): Communication and Secretariat Officer
November 2024- July 2025

Responsibilities and achievements:

- Sending a weekly communication brief to all core team members.
- Sending reminders for all periodic update meetings.
- Supporting data collection and Focus Group Discussions.
- Archiving data and strategic documents through Google Drive.

HR Indexx – Human Resources

April 2021 – January 2023

*Outsourced to First Bank of Nigeria (First Contact) Unit, Lagos
Customer Service Consultant.*

Responsibilities and achievements:

- Provided excellent customer service and built relationships with customers.
- Actively understood the company products and services for easy resolutions of customer enquiries, requests and complaints.
- Provided customer service via calls, emails and social media in an attempt to resolve complaint and transaction disputes.
- Met daily incoming calls and mail resolved targets.
- Trained new onboarding members to deliver a high standard of customer service.
- Maintain confidentiality of the organization's customer information and data privacy.
- Highly effective at multitasking and navigating numerous screens and multiple customers simultaneously.

Department of Medical Laboratory Science Ladoke Akintola University

Mar, 2016 – Sept, 2016

Student Industrial Working Experience Scheme (Full- Time)

Responsibilities and achievements:

- Ensuring laboratory equipment were well maintained and neatly prepared for daily work schedule
- Trained on the use of PCR machine

SKILLS

Computer Skills:

- Customer Relationship Management (CRM), Finacle, Arbiter, Chatbot - Advanced
- SPSS, Stata and R Programming Software – Advanced
- Microsoft Office Suites (Word, Excel, Office, PowerPoint, Outlook, Access) – Advanced
- Microsoft Office Document Imaging and Scanning – Advanced
- Database management tools with a professional certification in MySQL, PostgreSQL, and SQL Server.
- Information and communication technology- Intermediate

PERSONAL COMPETENCIES

- Ability to work in a fast-paced environment to set deadlines
- Excellent oral and written correspondence with an exceptional attention to details
- Highly organized with a creative flair for project work
- Enthusiastic self-starter who contributes well to the team

INTERESTS AND ACTIVITIES

- Volunteering, Playing of Guitar, Tennis, soccer, surfing, pottery, graphic design, sewing

REFEREES

Prof. Magbagbeola David Dairo

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University of Ibadan, Oyo State

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