



# ADEYEMI DEBORAH ADEWOLE

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## SUMMARY

Resourceful and detail-driven Administrative and Customer Service professional with proven experience supporting academic environments, banking operations, and community-focused services. Skilled in high-volume client support, data accuracy, records management, and communication across diverse stakeholders. Demonstrated success improving service efficiency, strengthening compliance, and enhancing workflow processes through structured documentation and problem-solving. Adept at multitasking in fast-paced settings, maintaining 98–100% accuracy levels, and delivering responsive, people-centered support. Recognized for strong teamwork, professionalism, and a commitment to organizational excellence.

## TECHNICAL SKILLS

- Microsoft Office Suite (Excel, Word, PowerPoint – Advanced)
- Database & Records Management Systems
- CRM Tools (Customer Relationship Management Software)
- Reporting Dashboards & Data Entry Applications
- Email & Digital Communication Tools

## SKILLS

- Customer Service & Client Relations
- Administrative Support & Office Coordination
- Data Entry & Records Management
- Microsoft Office (Word, Excel, PowerPoint)
- Communication (Written & Verbal)
- Salesforce & CRM Tools
- Time Management & Multitasking
- Problem-Solving & Analytical Thinking
- Classroom Assistance & Child Engagement
- Teamwork & Collaboration
- Market Research Fundamentals
- Report Preparation & Documentation

## EXPERIENCE

**Assistant classroom teacher** / L'ecole Peniel School - Akungba akoko, ondo state , Nigeria 09/2025 - Current

- Supported instructional delivery for **28+ pupils daily**, preparing lesson materials and coordinating classroom activities to improve academic engagement and consistency.
- Monitored student behaviour and academic performance, maintaining **100% accurate records** used for weekly teacher-parent reporting and continuous assessment reviews.
- Implemented positive learning routines that increased overall classroom participation by **30%**, contributing to a more inclusive learning environment.
- Assisted in organizing co-curricular activities, boosting student interaction and group collaboration skills among **20–25 learners per session**.
- Collaborated with teachers and parents through structured communication, improving academic follow-up

compliance by **over 40%** within the term.

**Customer service (relief staff)** / Access bank plc - Akungba akoko, ondo state , Nigeria

08/2025 - 09/2025

- Provided customer service support to an average of **70+ clients daily**, ensuring seamless operations during peak staff shortages.
- Resolved customer complaints with a **95% satisfaction rate**, improving client retention and branch service delivery.
- Managed account inquiries, digital banking guidance, and transaction monitoring with **zero documentation errors** across the relief period.
- Streamlined front-desk workflow, cutting customer waiting time by **15%** through coordinated service routing.
- Supported administrative tasks, achieving **100% compliance** with branch data-handling and confidentiality standards.

**Examination record officer (NYSC)** / Federal Government Girls College - Bayelsa state , Nigeria

08/2024 - 08/2025

- Coordinated exam logistics for **600+ students**, ensuring timely distribution of scripts, supervision materials, and secure handling of confidential documents.
  - Prepared and verified academic data, achieving **98% accuracy** in results compilation and transcript generation for official documentation.
  - Streamlined student information management by digitizing files, reducing record retrieval time by **40%** and minimizing administrative delays.
- Ensured policy compliance during examinations, reinforcing standardized assessment procedures across **15–20 subject departments**.
- Produced structured administrative reports used by school management for decision-making, improving documentation quality by **30%**.

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## VOLUNTEER AND INTERN EXPERIENCES

### Sales Assistant (Volunteer) Customer Service Representative (Intern)

#### Debbyrise Enterprises

February 2024 – June 2024

- Engaged **50+ customers weekly**, providing product guidance that increased overall customer satisfaction and repeat patronage.
- Assisted with daily cash handling and accurate record reconciliation, maintaining a **100% error-free** financial reporting track.
- Contributed to social-media product promotion, increasing online engagement by **20%** within the first month of support.
- Monitored stock levels and updated inventory records, reducing product shortages by **25%** through timely reporting.

#### Access Bank PLC

November 2020 – December 2023

- Served an average of **60–80 customers daily**, delivering onboarding, KYC, and documentation support with **zero compliance breaches**.
- Updated customer profiles across banking systems with **98% data accuracy**, enhancing documentation reliability for audit checks.
- Assisted in account opening and digital banking enrolment, contributing to a **20% increase** in monthly customer activation rates.

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## EDUCATION AND TRAINING

## **CERTIFICATIONS**

- Jobberman soft skills training-Jobberman Nigeria. | 2025
  - Human Resource Management-Cosmopolitan Institute. | 2025
  - Customer Relationship Management-Cosmopolitan Institute. | 2025
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## **WEBSITE AND PORTFOLIO**

[www.linkedin.com/in/debby99](http://www.linkedin.com/in/debby99)