

TIJANI OLAYINKA

B.SC HND OND
Banking | Operations | Customer Service | Administration
tijanioolayinka93@gmail.com
Ikorodu road lagos | Nigeria | 09132877778
<https://www.linkedin.com/in/olayinka-tijani-375448170/>

ABOUT ME

A highly competent prospective professional with a proven track record in managing and being part of a progressive organization, embodying strong technical and management skills as well as excellent interpersonal skills, enabling me to interact with a wide range of clients and create business opportunities, eager to be challenged in order to grow and further improve my professional skills, my passion is using my technical know-how to benefit other people and my prospective organizations, looking forward to adding value and ability to increase organizational growth and development.

PERSONAL INTERESTS AND SKILL SET

- Excellent Computer Desktop Publishing
- Excellent Microsoft Office Tools
- Customer Relationship Management
- Software Testing (**Quality Assurance**)
- Office Administration
- Customer Service
- Product Management
- Excellent Communications
- Innovations and Learning

EDUCATION & CERTIFICATION

- Escae University Benin: **B.sc – Bachelor`s Degree Completed**: 2022
- Crown Polytechnic: **HND – Computer Science**: 2020
- Crown Polytechnic: **OND – Computer Science**: 2016

CAREER EXPERIENCES

- ECOBANK NIGERIA PLC: customer service officer: 2019 – 2024
- TITANIUM TRAINING: QUALITY ASSURANCE INTERN- 2025 till date

ACHIEVEMENTS AND CORE OPERATIONS AT ECOBANK NIGERIA PLC

- Dealing with customers face to face, over the phone and via email
- Answers questions about account types and banking product
- Assist customers who are victim of fraud, theft or identity theft
- Check customer status of account and track check payment.
- Knew our products inside and out so that you can answer questions.
- Processed orders, forms, applications, and requests.
- Kept records of customer interactions, transactions, comments, and complaints.
- Communicated and coordinated with colleagues as necessary.

ACHIEVEMENTS AND CORE OPERATIONS AT TITANIUM TRAINING

- Test the applications, websites, and systems to ensure they meet the required standards.
- Develop and execute test plans, test cases, to ensure thorough testing of edtech software applications.
- Identify and report defects to the development team and collaborate with them to resolve issue.
- Work closely with the development team to understand software requirements and provide feedback.
- Document test results including test cases executed, defect found and test coverage.

Personal Attributes

- Good Team Player
- Ability to learn fast
- Proactive Problem-Solving Mindset
- Goal Getter with passion for learning new things.
- Good Moral behavior and respect for Authority
- Collaborative in nature to resolve Customer problems.
- Utilized click up to streamline project

Trainings

- Basic Software Testing/Quality Assurance- Seamfix
- Customer service training -JOBBERMAN
- Basic Software Testing/Quality Assurance – Testars Quarter

BIO-DATA

Sex: Female

Nationality: Nigerian

ABTRS

Health Status: Fit

Language Proficiency: English, Native Lingual

REFERENCE: AVAILABLE ON REQUEST