

# Peace Ogunleye

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## Professional Summary

Customer Service Representative with financial industry experience in portfolio management, excelling in research, analysis, reporting, and Data visualization. Team player, passionate about customer satisfaction, quality, speed, and process optimization.

## Experience

**Support Worker** | October 2023 – to date.

**Praxis Care – Birmingham, United Kingdom**

- Engaged in meaningful interactions with patients, offering emotional support, companionship, and reassurance during challenging times.
- Collaborated with healthcare professionals to implement care plans and support therapeutic interventions, contributing to patients' overall well-being.
- Maintained accurate records of patient interactions and care provided, ensuring compliance with documentation protocols and confidentiality standards.
- Monitored patients' health and behaviour, promptly reporting any concerns or changes to the appropriate healthcare professionals for further assessment and intervention.
- Participated in team meetings, training sessions, and other learning opportunities to enhance knowledge and skills and stay updated on best practices in patient care.

**Business Analyst** | July 2021 – May 2023

**Grooming Centre – Ikotun, Lagos**

- Gathered relevant data to assist in financial decisions and recommendations for positive outcomes.
- Improved client consultations through proper portfolio and team management.
- Created profitable marketing campaigns using social media and analytics.
- Resolved complex problems and built strong client relationships.

**Risk Analyst** | September 2020 – July 2021

**Carbon OneFinance - Victoria Island, Lagos**

- Performed various functions, including assessing information provided by clients and prospects to determine borrowers' eligibility to repay their financial obligations and mitigate credit risk.
- Recommended loan approvals and denials based on customer loan application reviews.
- Thoroughly examined customer references, credit ratings, risks, pay slips, and other information against lending policy standards.
- Examined references, credit ratings, risks, and pay slips, maintained relationships, and underwritten credit facilities.

**Customer Service Executive** | June 2016 – April 2019

**Primera Africa Finance Group - Victoria Island, Lagos**

- Analyzed strategic, core, and support processes, recommended improvements, and reduced non-performing loan ratio.
- Communicated with customers through various channels, stored files securely, and researched product ranges.
- Handled complex complaints professionally and politely, provided friendly, helpful, and proactive customer service, and maintained excellent team relationships.
- Cross-trained, provided backup for other representatives, and trained new employees on procedures and policies.

- Handled customer account inquiries, provided accurate information, and addressed escalated issues to drive client retention.

**Customer Service Officer** | April 2015 – June 2016

**Access Bank Nigeria PLC - Ikeja, Lagos**

- Enrolled customers on various E-Channel platforms
- Used core banking software like Flexcube and Microsoft Excel for customer account inquiries, provided information to resolve complaints, and generated leads for new sales.
- Maintained excellent team relationships, handled complex complaints professionally, and safely stored client and company files.

### **Personal Profile**

- Data Analysis
- Excellent verbal and written communication skills
- Strong interpersonal skills and ability to build rapport with clients.
- Proficiency in Microsoft Office Suite
- Customer-focused
- Strong problem-solving and decision-making abilities.

### **Education**

**Master of Science in International Business with Data Analytics**

Ulster University, United Kingdom | 2023 – 2024

**Bachelor of Science in Human Kinetic**

University of Ilorin, Nigeria | 2009 – 2013

### **Extracurricular & Certifications**

- Emergency First Aid at Work – April 2024
- Deprivation of Liberty Safeguard – April 2024
- Safety Intervention – March 2024
- Care Certificate - 2024
- Big Data Analytics with Python (Utiva) April 2020
- Project Management Professional (PMP) May 2014
- Teachers Registration Council of Nigeria (TRCN) October 2013

### **Tata Data Visualization: Empowering Business with Effective Insights Job Simulation on Forge - September 2023**

- Completed a simulation involving creating data visualizations for Tata Consultancy Services
- Prepared questions for a meeting with client senior leadership
- Created visuals for data analysis to help executives with effective decision making.

### **References**

Available on request.