

# Olutoye Olushola Akeem

Lagos, Nigeria | Contact +234 810 520 9900 | Email: askeem4more@yahoo.com

## Professional Summary

Customer Service & Account Management Professional with 14+ years' experience across energy, telecommunications, and financial services. Proven track record in customer relationship management, billing & tariff processes, complaint resolution, and team leadership. Adept at optimizing processes, driving customer satisfaction, and supporting organizational growth in competitive markets. Recognized for integrity, problem-solving, and delivering measurable business results.

## Core Competencies

Customer Relationship Management (CRM) • Complaint Handling & Service Recovery • Data & Billing Analysis (Excel, T24, CRM tools) • Tariff Management & Energy Sales • Team Leadership & Coaching • Stakeholder Engagement • Process Optimization & Reporting • Communication & Interpersonal Skills

## Professional Experience

### Energy Sales Account Officer

Ikeja Electric Plc | Jan 2016 – Present

- Conduct advanced metering, energy analysis, and tariff reclassification.
- Manage meter data (download/upload) and ensure availability of reading instruments.
- Coordinate site visits, supervise installations, and support billing-related activities.
- Handle customer complaints on energy analysis and tariff disputes, preparing exception reports for management.
- Collaborated cross-functionally to improve customer experience and billing accuracy.

### Customer Service Team Lead

MTN Nigeria Telecommunications Limited | Sep 2012 – Jun 2015

- Led a frontline customer service team, ensuring compliance with company policies.
- Resolved customer issues accurately and promptly, boosting customer satisfaction.
- Evaluated complaints, recommended solutions, and implemented service improvements.
- Updated customer records in MIS and supported sales achievements.
- Trained, mentored, and guided team members to enhance service delivery.

### Customer Relationship Officer

Crusader Sterling Pensions Limited | Jun 2008 – Aug 2012

- Managed contributor and employer data on T24 system, ensuring accuracy and compliance.
- Prepared contribution schedules and ensured remittances were properly reconciled.
- Produced contributor statements and credited retirement savings accounts on time.
- Strengthened client trust through accurate reporting and proactive engagement.
- Coordinated with Pension Fund Custodians to streamline remittance processes.

## Education

- B.Sc. Banking and Finance – Lagos State University (2004 – 2009)
- Senior Secondary Certificate (WAEC) – Cherubim and Seraphim College (2000 – 2003)
- Junior Secondary Certificate – Alimosho Junior Secondary School (1997 – 1999)

## **Achievements**

- Reduced operational costs through energy theft detection and transformer alignment.
- Improved sales team effectiveness and overall service delivery.
- Generated new business opportunities through strong client relationship management.
- Recognized for teamwork, leadership, and delivering quality service consistently.
- Increased client acquisition by 35% through targeted prospecting and relationship-building strategies.

Implemented a structured lead-generation and presentation process that increase conversion rates by 40%.

Improved customer retention by 20% through personalized account management and proactive customer engagement that lead to long-term partnership.

Implement customer engagement campaign to boost brand visibility and lead by 20% which improve sales target and drive significant revenue growth.

## **Technical Skills**

Microsoft Office Suite (Word, Excel, PowerPoint, Access, Outlook) • CRM Platforms • T24 Banking Software

## **References**

Available upon request.