

RASHIDAT MODUPE MOMOH

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HIGHLIGHTS OF QUALIFICATIONS

- **Customer-Focused Service:** Provided exceptional customer service in high-volume environments, ensuring that customer requests are resolved with care and professionalism
- **Effective Communication:** Fluent in verbal and written communication with superior phone service skills, experience guiding customers in person, over the phone, and via chat to provide relevant product or service recommendations
- **Organizational and Multitasking:** Excellent organizational skills and can efficiently handle multiple tasks to meet a variety of metrics
- **Attention to Detail:** Ensured accurate data entry, payment processing, and record management while complying with internal policies
- **Interpersonal Skills:** Able to collaborate effectively and build excellent rapport with both team members and clients at all levels
- **Adaptability & Learning:** Capable of quickly learning new systems, products, and procedures, with a strong desire to expand product knowledge and service skills
- **Excellent Computer Skills:** Proficient in Microsoft Office 365, Google Workspace, Jira, Freshdesk, Intercom, Slack

PROFESSIONAL EXPERIENCE

Customer Service Representative

Mixtiles Ltd (easyplant), Remote, Canada

Jan 2024 - June 2024

- Managed a high volume of customer inquiries via email and live chat, ensuring accurate documentation of all interactions on customer accounts
- Guided customers on need-based solutions and resolved complaint tickets using the Intercom and Slack software
- Provided personalized assistance to customers on various topics such as product functionality, plant care, account questions, payments and charges, order processing, and cancellations
- Processed refunds and managed order data using Shopify and internal systems
- Helped improve product usability by reporting recurring issues and collaborating with product teams

Customer Service and Business Support Officer

WEMA Bank Plc, Nigeria

May 2018 - July 2023

- Delivered exceptional customer service across multiple channels (in-person, phone, email), addressing and resolving inquiries related to banking operations, payment processing, and account management
- Monitored and responded to support tickets using Freshdesk and Jira, escalating technical and service-related issues to internal teams to ensure timely resolution within SLA timelines
- Managed and maintained accurate documentation for client onboarding, verifying customer identity, and ensuring compliance with regulatory requirements, including KYC and internal banking policies
- Supported banking operations through administrative tasks, collaborating with business development and compliance teams to meet client-specific needs and regulatory standards

Quality Assurance Officer

Grand Oak Limited, Nigeria

Dec 2012 - June 2016

- Reviewed customer feedback and collaborated with teams to improve service quality and internal processes
- Trained staff on compliance procedures and product handling best practices
- Contributed to product and service documentation to ensure consistent standards

EDUCATION

- **B.Sc. Microbiology** - Olabisi Onabanjo University, Ago-Iwoye, Nigeria 2008
(WES-evaluated: Canadian 4-years bachelor's degree equivalent)