

YAHAYA LUCKY ADINOYI

CUSTOMER SERVICE | CLIENT SUPPORT | TECHNICAL & DIGITAL OPERATIONS

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PROFESSIONAL SUMMARY

Customer-focused and technically skilled professional with an HND in Mechanical Engineering and hands-on experience in client support, customer service, administrative operations, computer operations and digital photo editing. Experienced in assisting customers, understanding their needs, resolving issues, handling information accurately and delivering services professionally. Strong communication, analytical, numerical and problem-solving abilities, combined with technical training and practical workplace experience. Adaptable, detail-oriented and comfortable learning new systems and working independently or as part of a team. Seeking to contribute these strengths to a remote Customer Service role.

CORE COMPETENCIES

·Customer Service & Client Relations

- Verbal & Written Communication
- Computer Operations & Digital Tools
- Technical Troubleshooting
- Adobe Photoshop & Photo Editing
- Teamwork & Collaboration
- Attention to Detail

·Customer Enquiry & Complaint Handling

- Problem Solving & Critical Thinking
- Administrative Support & Data Entry
- Numerical & Analytical Reasoning
- Graphic Design
- Time Management & Multitasking
- Adaptability & Fast Learning

PROFESSIONAL EXPERIENCE

LAPO Microfinance Bank | 2024-2025

Client Support Officer

- Provided client support and assisted customers with enquiries and service-related needs.
- Communicated with clients professionally, listened to their concerns and worked toward appropriate resolutions.
- Handled client information and routine support activities with accuracy and attention to detail.
- Applied problem-solving, patience and interpersonal skills when dealing with different customer needs.
- Worked within established procedures while maintaining professional standards and service quality.

7UP Bottling Company, Ibadan, Oyo State | 2023

Administrative Typist

- Performed typing and computer-based administrative tasks within the Administrative Department.
- Prepared and processed documents accurately while paying close attention to details.
- Used computer applications to complete assigned administrative duties efficiently.
- Supported routine office activities and maintained accuracy when handling information and documents.

Colbon Photolab, Okene, Kogi State | 2022

Customer Service Representative/Photo Editor

- Attended to customers and identified their photography and photo-editing requirements.
- Provided customer support throughout service requests and worked to ensure satisfactory results.
- Edited and processed photographs using computer-based digital editing tools.
- Handled multiple customer requests while maintaining accuracy, quality and attention to detail.

Triple C Cyber Café | 2021-2022

Cyber Café Manager/Online Tutor

- Managed day-to-day cyber café activities and assisted customers with computer and online services.
- Provided guidance and tutoring to customers using computers and online platforms.
- Handled customer enquiries and assisted users in resolving routine computer and internet-related difficulties.
- Managed multiple customer requests while maintaining efficient service delivery.
- Used digital tools and computer applications to complete tasks accurately and efficiently.

Dangote Cement Factory, Obajana, Kogi State | 2020-2021

Heavy Duty Mechanic/Fleet Officer

- Supported maintenance and inspection activities for heavy-duty vehicles and fleet operations.
- Identified mechanical issues and applied systematic problem-solving to diagnose faults.
- Assisted with repairs, component replacement and routine maintenance activities.

- Worked with colleagues to complete technical tasks safely and efficiently.
- Applied engineering knowledge, attention to detail and practical analysis in vehicle and fleet-related duties.

Sasco Foto Studio,Kaduna State | 2019

Computer Operator/Graphic Designer/Photo Editor

- Attended to customers and helped understand their photography, design and editing requirements.
- Operated computers to complete customer and studio tasks efficiently.
- Designed and edited photographs using digital editing and graphic-design tools.
- Managed customer requests while maintaining quality, accuracy and timely service delivery.
- Communicated with customers to clarify requirements and make appropriate corrections when necessary.

EDUCATION

Kaduna Polytechnic

Higher National Diploma (HND),Mechanical Engineering-2019| Lower Credit

Kogi State Polytechnic

National Diploma (ND),Mechanical Engineering-Upper Credit

TECHNICAL & DIGITAL SKILLS

- Adobe Photoshop·Graphic Design·Photo Editing·Computer Operations
- Microsoft Office·Digital Documentation·Internet & Online Platforms·Data Entry
- Technical Troubleshooting·Mechanical Analysis·Numerical Reasoning·Digital Tools

PROFESSIONAL STRENGTHS

- Professional communication
- Customer-focused mindset
- Patience and active listening
- Attention to detail
- Independent work and teamwork
- Fast learning and adaptability

REFERENCES

Available upon request.
