

Omolola Aragbaye

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Fully Work Authorised | No Visa Sponsorship required.

Professional Summary

A client service professional with over 5 years of experience in banking, consulting, and operations, skilled at translating executive vision into efficient, day-to-day administrative and operational processes, high-volume call handling, client communication, and de-escalation, backed by a demonstrated ability to build strong customer relationships and resolve concerns with empathy and professionalism. Adept at handling sensitive correspondence, coordinating stakeholder communication, cross-functional collaboration, and managing workflows in dynamic environments. Seeking to leverage expertise in exceptional active listening, process optimisation, and project coordination to excel in any demanding role.

Skills & Core Competencies

Business Process Functions, C-Suite, Change Management, Communication, CRM, Customer experience, Customer retention, Customer Satisfaction, Customer Service, Customer Support, Digital Platform, Documentation, Enhancement, Microsoft, Microsoft Office Suites, Onboarding, Operations, Perform Ad Hoc Financial, Planning, Procedures, Process Flow Charts, Process Improvement, Project Management, Schedule Appointments, Spreadsheets, Stakeholders, Teamwork

Volunteer Experience:

Customer Experience Specialist

Project Management Institute California Chapter | United States | Nov 2025 – Present

- Created and implemented email templates to be sent to volunteers in the Chapter to support their onboarding process smoothly.
- Successfully updated volunteer onboarding forms on the portal for easy access to colleagues and new volunteers, leading to an increase in smooth process flow by 54%.
- Received recognition from the Project Management Institute California Chapter management with a 'Certificate of Appreciation' (2025) for outstanding teamwork and support.

Customer Experience Specialist

Nebiants Analytics | Remote | Jun 2025 – Nov 2025

- Analyzed business performance and customer experience data to identify trends and deliver actionable insights that improved operational decision-making.
- Designed and maintained interactive dashboards and KPI reports enabling leadership to monitor performance and customer behavior in real time.
- Collaborated with cross-functional stakeholders to define data requirements and translate business objectives into analytical solutions.
- Recommended process improvements based on data analysis, enhancing reporting accuracy and operational efficiency.

Professional Experience

Customer Support Specialist

Lloyds Banking Group | United Kingdom | May 2023 – May 2025

- Built strong customer relationships through financial literacy and excellent service.
- Assisted customers with online banking, booking financial appointments, and resolving account issues.
- Maintained accurate customer records and ensured compliance with data privacy regulations.
- Achieved 'colleague of the week' (2023) and 'colleague of the quarter' (2024) nominations for exceptional support during challenging times.

Tritek Consultancy| Remote| Apr 2021 - May 2023

- Led business transformation initiatives by analyzing current-state processes and translating business needs into functional requirements.
- Coordinated cross-functional teams to integrate CRM systems with digital platforms, improving productivity and customer satisfaction.
- Identified process gaps and implemented improvement strategies, reducing errors by 25% and increasing efficiency.
- Delivered change management activities including training workshops and stakeholder engagement to ensure successful system adoption.
- Evaluated process and product changes, driving a 15% improvement in operational efficiency.

Customer Success Manager

Black Pelican Group | Nigeria | Jul 2018 – Mar 2021

- Owned post-onboarding relationships for high-value clients, guiding them through adoption, renewal, and expansion phases.
- Delivered strategic QBRs and executive reviews to showcase value, align on KPIs, and identify growth opportunities.
- Monitored customer health scores and usage metrics to drive proactive engagement and retention.
- Partnered with Sales and Product teams to resolve escalations and ensure a seamless customer journey.
- Identified upsell opportunities through ROI analysis and aligned solutions with evolving customer needs.

- Advocated for customer feedback internally, influencing product enhancements and service delivery.
- Supported onboarding and mentorship of junior CSMs, contributing to process documentation and best practices.

Education

- Project Management - Cal Bright College, US
- MSc International Business (Data Analytics & Advanced Practice) – Ulster University, UK
- MSc equivalent, Business Management- Obafemi Awolowo University
- BA in Accounting with Accounting Systems- London Metropolitan University
- Diploma in Banking and Finance, University of Ado Ekiti

Certifications

- Business & Customer Awareness, Department of Education, UK (2021)
- Administrative Support Certificate, Alison and The CPD Certification Service (2023)
- Customer Service Skills, Alison and The CPD Certification Service (2023)
- Project Management Professional-Project Management Institute