

Oluwakemi David-Anaikot

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Corner Brook, NL

Objective

Experienced professional with over a decade of delivering outstanding customer service and effective problem-solving. Reliable, adaptable, and committed to continuous learning. Recognized for strong work ethic, attention to detail, and dedication to excellence. Seeking to contribute and grow within Canada's arts and culture community, leveraging my fluency in Hausa and Yoruba language as skills in a multicultural environment.

Education

Master's in Applied Literary Arts Grenfell Campus, Memorial University of Newfoundland Corner Brook, NL	Expected completion	2026
Bachelor of Arts English University of Lagos Lagos, Nigeria		2007
Certifications Associate member Nigerian Institute of Management		2009

Professional Experience

Head, Transactions Support Division Fidelity Bank plc. Benin City Nigeria	Dec 2019-April 2024
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Enhanced operations with regular audits of internal processes and effective management of updates.

Verified accuracy and efficiency of division operations with continuous reviews of team reports.

Ensured strict adherence to the bank's core values, while dispensing duties and responding to customer complaints.

Led a team to set up a functional ATM gallery with 15 ATMs and ensured 24/7 uptime and unbeatable service.

**Team Lead Customer Services Unit
Fidelity Bank Plc, Benin City, Nigeria.**

March 2009-Feb 2019

Maintained customer satisfaction with professional management of complex
escalated customer concerns.

Maintained high-quality service delivery with productive resource allocation and
workflow coordination.

Volunteer Roles

Host, Bookish Book Launch. Memorial University Grenfell Campus	October 2024
Student Volunteer, Culture to Community (C2C) Cornerbrook Newfoundland	Sept-Dec 2024
Host, Horseshoe Literary Festival, Cornerbrook, Newfoundland	Sept. 2024
Women Empowerment Advocate Touchpoint Production outreach.	Jan 2015-2023

References

Shoshannah Ganz

Assistant Professor,
Department of English
Memorial University of Newfoundland
Grenfell Campus,
Cornerbrook, Newfoundland.

Ohis Omaivboje

Head, Transaction Supports Division
Fidelity Bank Plc.
New Lagos road, Benin city
Nigeria.