

# MDEZAMBER DORCAS UTULUGH

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## BIO DATA

Sex: Female  
State of origin: Benue  
Local govt. Area: Gwer East

## CAREER OBJECTIVE:

To promote the corporate image of the organization I belong to, through dedication, enhanced self-awareness, loyalty, commitment and continuous innovations that help achieve more than set targets.

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## EDUCATION AND QUALIFICATION

Benue State Polytechnic, Ugbokolo	HND, Accounting, 2014
Benue State Polytechnic, Ugbokolo	ND Accounting, 2012
Plateau State Polytechnic, Barkin-ladi 2009	Diploma in Professional Accounting/ Audit
Bukuru Comprehensive Secondary School, Jos.	WASSC, 2003
R. C. M Primary School, Atsaregh, Mbalim,	FSLC, 1997

## KEY SKILLS

- Excellent Microsoft Office & statistical software skills (Excel, Word, Power point, SPSS, Emails, Skype, Web researchers and so on)
- Relationship Management skill
- Strong working relationships with colleagues, subordinates as well as superiors
- Excellent supervisory and good problem solving skills
- Able to multi-task without losing focus of key deliverables

## KEY STRENGTH

- Fast learning capabilities and passion for excellence
- Passion and skill in Microsoft
- Amazing ability to independently perform multitask
- Good judgment, initiative and excellent analytic skills.
- Exceptional abilities in setting priorities and meeting deadlines.

## **EMPLOYMENT HISTORY**

**Access Bank Plc.**

### ***Front Desk Teller/Customer Service ( 2017-2020)***

- Paying and receiving of cash
- Accepting of cash and other valuables
- Assisting customers with processing transactions, such as deposits, withdrawals, or payments
- Help in resolving customer complaints or account discrepancies
- Maintaining and balancing cash drawers and reconciling customer accounts

**Access Bank Plc**

### ***Compliance Officer (2017)***

- To ensure that all accounts opening and documentation are in accordance with the central bank laws
- Cross checking customer details to ensure accuracy
- Ensures full compliance with all national and international laws and regulations guiding banking practices
- Ensures and maintain check and balance
- Maintain banking ethical standards are met
- Develop and maintain compliance cultures in the bank

**Sterling Bank Plc.**

### ***Customer Relationship Manager (2015-2017)***

- Building and maintaining relationships with clients and key personnel
- Conducting business reviews to ensure client satisfaction
- Manage and train resources to ensure quality and consistency of service to customers
- Maintain complete and accurate customer correspondence data
- Assist in making major business decisions
- Develop and update client related reports.
- Identifying and developing problem solving methodologies to resolving customer issues

**Nigerian Bottling Company (NYSC)**

### ***Business Developer (2014-2015)***

- Selling company products using solid arguments to prospective customers
- Merchandizing
- Key account manager
- Developing new and existing businesses
- Growing existing accounts and meeting sales goals
- Maintaining positive business relationships with customers to ensure adequate sales

**Nigerian Bottling Company (NBC)**

### ***Sales Representative (2012-2014)***

- Customer query management
- Developing new and existing businesses
- Growing existing accounts and meeting sales goals

- Maintaining positive business relationships with customers to ensure adequate sales
- Informing customers about company products and services

**Diamond Bank Plc.**

***Front Desk Teller (2010-2012)***

- Paying and receiving of cash
- Accepting of cash and other valuables
- Assisting customers with processing transactions, such as deposits, withdrawals, or payments
- Help in resolving customer complaints or account discrepancies
- Maintaining and balancing cash drawers and reconciling customer accounts

**One Year Industrial Training (IT)**

**CHAN Medi-Pharm Ltd/ Gte**

***Assistant procurement officer (2008-2009)***

- Assist procurement officer to ensure constant supply of materials and equipment
- Maintain adequate record keeping
- Review and place purchase order

**Four (4) month Industrial Training (IT)**

**National Centre for Remote Sensing**

**National Space Research and Development Agency (NASRDA)**

***Store assistant (2007)***

- Maintain receipts , records and general Inventory management
- Checking and maintaining stock level
- Initiation of purchase and sales requisition at all times
- Inspect and take delivery of store items
- Coordinate the handling of freight, the movement of equipment, and necessary minor repairs
- Perform other stock-related duties, including returning, packaging, pricing and labeling supplies.

**REFEREES:**

**BABA SULEIMAN**

National Space Research and Development Agency (NASRDA)

Abuja, Nigeria

08036256072

**UGOCHUKU IHEGIRIKA**

Internal Control Officer

Access Bank Plc, Owerri 07055200818, 08032546134

**BAMIKOLE TAIWO**

Commercial Manager

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