

# GODWIN INEGBU CHIMAROKE

245 Mushin Road Ifire, Lagos State  
09068054185 📞 godwininegbu33@yahoo.com  
Gender: Male DOB: 9<sup>th</sup> May., 1990

## PROFILE

Godwin is a competent and polished accounting graduate with over 5+ years' combined experience in banking, executive support, customer service alongside passion for efficient office management. He is seeking to leverage his accounting and customer service skills in a service-related position. Previously, he has planned, designed, and developed office operations - resulting in 18% uplift in efficiency. Currently the firm he works for, he planned workforce usage, space requirements, and office layouts to optimize workflows which led to 10% increased workflow.

## CORE COMPETENCIES

- Microsoft Office Suite
- Communication & Interpersonal Skills
- Office Administration
- Organizational Strategic Support
- Planning and Prioritization
- Advisory Assistance
- Attention to Detail
- Customer Service
- Data Gathering and Analysis

## CAREER SUMMARY/ACHIEVEMENTS

- 5+ years' combined experience in office administration, customer relationship.
- **Transaction Officer**, First Bank of Nigeria Plc.
- **Junior Account Officer**, OsilMail Services, Ikeja, Lagos
- **Financial Officer (Internship)**, Guaranty Trust Bank
- Resolved an average of 50 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy and volume) at First Bank of Nigeria Plc.
- Created a more efficient Word database for forms, letters and documents, which decreased production time by 20%.

## WORK EXPERIENCE

### Transaction Officer

First Bank of Nigeria Plc. V/I, Lagos

Apr. 2014 – Date

#### Key Responsibilities:

- Supply Customers with relevant information on bank's products and services.
- Prepare product or service reports by collecting and analyzing customer information.
- Attending to customers queries and ensuring the complaints are resolved.
- Attend to emails sent by customers and following up on the complaints and enquiries either by email or telephone and ensuring that customer is satisfied.
- Drive customer retention and reducing churned rate so as to generate mutual goodwill and customer loyalty.
- Come up with strategies to ensure that customers' demands are met.
- Obtain feedback and suggestions from customers to enable identification of areas needing improvement in order to reduce lapses.
- Give feedback to management by collecting and analysing customers' information.
- Ensure a smooth processing of customer transaction in a prompt and accurate manner.
- Contributes to team effort by accomplishing related results as needed.

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## Junior Account Officer

OsilMail Services, Ikeja, Lagos

Feb. 2012 – Apr. 2014

### Key Responsibilities:

- Reconciled bank account for general expense
- Provides financial status information by preparing special reports
- Prepare and file local compliance reporting as necessary
- Assist with the preparation of financial statements
- Liaised with members of support service team – IT, Facility Management, Procurement and Accounts.

## Financial Officer, Operations Department (Internship)

Guaranty Trust Bank Plc Victoria Island Lagos

Aug. 2011 – Feb. 2012

### Key Responsibilities/Achievements:

- Tracking of cheques to ensure safe
- Encoding of Cheques
- Filing of deposit slips and paperwork
- Counting of cash.

## EDUCATION

- |  |             |
|--|-------------|
| ▪ <b>Institute of Chartered Account (in View)</b>  | 2019 – Date |
| ▪ <b>BSc. Accounting (Second Class Upper Division)</b><br>National Open University of Nigeria, Lagos | 2014 – 2018 |
| ▪ <b>ND, Banking and Finance</b><br>Lagos State Polytechnic  | 2010 – 2012 |
| ▪ <b>Senior Secondary School Certificate</b><br>Akintan Grammar School                               | 2004– 2010  |

## SKILLS AND ATTRIBUTES

- **Languages:** English, Yoruba and Igbo
- Microsoft Office Suite Word, Excel, PowerPoint, Outlook, Operating System: Windows 7, 8, 10
- Problem-solving, analytical thinking and multi-tasking skills to enhance service delivery
- Excellent written and verbal communication skills
- Excellent time management skills: ability to prioritize
- Willingness to learn and to grow with the company and motivated to take on additional projects and solve problems
- Self-directed and able to work without supervision

## REFEREES

- ☑ To be provided on request