Kudirat Folashade,Saheed.

08133577337, 08060481934.

**Personal Data**

**Date of Birth:** 21st February, 1984.

**Sex**: Female.

**Address:** kudiazeez@gmail.com **/** 17, Bab Shokehnsi Santos layout, Akowonjo. Lagos State.

**Professional Summary**

I am highly creative, organized and dedicated individual with over 10 years of private sector experience as customer service, Cash and teller officer in three different leading Nigeria Financial institutions and recently an account officer for a real estate engineering company. If you are looking for someone with integrity, who is reliable and determined to make your team succeed as a team player, then I have got a number of ways to add value to your organization.

**Work Experience**.

**Accord Engineering limited**. March 2020

**Account Officer**

* Handles receipt and payments
* Handles financial instrument like deposit of cheques, draft or cash in favour of my office into its bank account and make withdrawal of cash on behalf of the organization
* Preparation of monthly report on diesel and cement usage and insurance premium
* Filling of PENCOM, NSITF and ITF for the satutory certificate.
* Handles other duties as assigned by the Chief Financial Officer.

**Stanbic IBTC**  2012 - 2019

**Universal Teller.** (Maryland and Allen Avenue Branch**),** Lagos State.

* Carefully listen, communicate & manage customers request with professionalism.
* Handles customer's cash withdrawal and deposit promptly.
* Act as the customer experience officer.
* Ensure cash management threshold within cubicle in the branch and limits are maintained.
* Ensure service excellence is achieved & all customer complaint are reported to head of department for resolution.
* Perform other duties as assigned by Branch Services Head/ Head of Branch Operation.

**Access Bank Plc**  2012.

**Customer Services.**  (Jibowu Branch), Lagos State.

* handles debit/credit cards and cheque book requisition and dispatched
* Ensure excellent service delivery with professionalism.
* Account opening/maintenance, Customer information management.
* Share experience with other front-line team on products and excellent service delivery
* Show empathy, resolve customer’s complaints and politely refer where necessary
* Cross sell product/services with passion to meet customers’ needs,
* Politely request for feedback on services rendered in the quest for excellence etc.

**Intercontinental Bank Plc** 2008 - 2012

**Customer Care Officer** (Surulere, Matori Mushin and Jibowu), Lagos State.

* Perform customer service functions and account management as above.

**Guaranteed Trust bank plc** 2007

**Industrial training** (cash and teller as in Stanbicibtc)

**Education**

* B. Sc.in Accounting from Crescent University, Abeokuta. 2018
* HND in Accountancy from Yaba Federal College of Technology. 2013
* ND in Banking and Finance from Federal Polytechnic, Ede 2005
* W.A.S.C, African Church Model College Ifako Ijaye, lagos State. 2001

**Skills**

* Strong passion for service delivery and ability to motivate and train people towards a set goal.
* Natural team player with good knowledge of people management.
* Strong Negotiating Skill and in-depth assessment knowledge
* Good knowledge of Accounts reconciliation, General ledger and proof of accounts
* Business model writing, good experience using Microsoft excel, PowerPoint, words etc

**Trainings attended and dates**

* Public offices with integrity & Accountability- (Stanbic IBTC 2017
* Customer experience & Business model writing – by Microsoft West Africa 2016
* Passion for customer service excellent &its impact on business growth. 2014
* Business Model & Credit Risk Mgt - Monthly Service Review (Access bank) 2013
* Customer experience - Outside in/AML/CFT by FDHL & IBplc 2012
* ISO 9001:2015 QMS Auditors training Certificate (Accord Engineering Ltd) 2021

**References** On Request.