

# UGBONTA EDITH IHUAKU

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## CAREER PROFILE:

- A graduate with keen interest in Business Development, Banking, Financial Services, Procurement and Sales in a professional organization.
- Hands on experience in handling retail banking, Internal control, private banking (HNIs) and financial services' products with sound knowledge of developing long term banking and operational strategic planning.
- A diligent individual with a mature attitude; currently seeking a new role that will put my skills and knowledge to work as well as provide me with a developmental path professionally, personally and intellectually.

## CORE COMPETENCIES:

- Excellent communication and listening skills
- Confidence and Presentation skills
- Understanding and interest in financial / banking products and markets
- Ability to analyze and research information
- Ability to explain complex information clearly and simply
- Good sales and negotiation skills

## WORK EXPERIENCE:

May 2017- September 2018

**United Bank for Africa Plc.**

**Designation: Branch Services / Operations Control Manager**

- Responsible for building and strengthening strong relationship with financial banking customer
- Ensure zero tolerance for branch audit exceptions for operations control functions
- Professional management of banking operations as a Bank Manager for 3 weeks and grew the branch's monthly deposit target by 200%
- Manage the interface between the bank and regulators to ensure the bank's financial interest and reputation are protected
- Assigned the tasks of defining business goals and implementing strategies to achieve the set goals
- Internal customer satisfaction rating on the ability to drive staff awareness of operational and regulatory policies and standards
- Ensure timeliness of operational reviews and approval / All reviews' approvals must be completed within 95% of SLA
- Responsible for handling cross-selling activities and provide financial counselling advice to customers
- Handle the tasks of reviewing customers' portfolios, delivering revenue targets, and reviewing tax returns
- Maximization of operational efficiency for income loss/reversal due to avoidable operational errors or fraud/zero tolerance to compliance errors
- Continuously monitor all units in the operating branch to assess control, compliance status and eliminate operational issues / Carry out branch control monitoring and resolution of branch audit exceptions timely

March 2015- April 2017

**United Bank for Africa Plc.**

**Designation: Branch Operations Manager**

- Supervised efficient working of all bank operations.
- Administered employee salaries and assessed all performance in everyday activities.
- Maintained good working conditions and ensured optimal levels of customer services.
- Coordinated with various departments and provided feedback to all.
- Analysed processes and recommended ways to improve working and updating technologies.
- Ensured all work in compliance to departmental policies and procedures.
- Managed all interaction with customers.
- Provided good training to subordinates.

August 2007 – Feb.2015

**United Bank for Africa Plc**

**Designation: Cash Officer**

- Ensure effective supervision of cash activities
- Ensure prompt and accurate consummation of all transactions within the approved turn around time
- Ensure that branch ATM is functional at all times and that the ATM does not run out of cash.
- Efficient management of cash holding and vault administration
- Ensure that the branch maintains cash holdings within the approved COP limit.
- Ensure zero fraud tolerance / error rates
- Perform other duties as assigned by Team Lead Cash & Vault
- General Ledger (GL) Proofing
- Efficient crowd management in the banking hall
- Conduct integrity test on a regular basis

September 2006 – July 2007

**United Bank for Africa Plc**

**Designation: Head, Customer Service**

- Ensure effective and timely service delivery to customers at all customer service units
- Ensure a customer friendly disposition at all times
- Receive, evaluate and process all customers information requests within the bank
- Refer customer request beyond limit to appropriate authority
- Respond to customer information requirements promptly and efficiently
- Ensure the printing and mailing of account statements to customers as specified during accounts set up
- Ensure prompt Turn Around Time in line with Service Level Agreement
- Ensure timely and accurate processing of Standing Instructions
- Maintenance of up to date registers for customers transactions and instructions as required under the existing policies and procedures
- Ensure adequate controls over customers records
- Ensure zero fraud tolerance and error rates
- Perform other duties as assigned by Team Lead Customer Service
- Cross-Selling of the bank's products to walk-in Customers

### CORE COMPETENCES:

- Good understanding of banking operations ( *Domestic & International Operations*)
- Good accounting knowledge
- Information technology skills.
- Good knowledge of the finacle software package
- Good Customer service/ relationship management skills
- Good transaction processing & documentation
- Good communication (oral & written)

### ACADEMICS QUALIFICATIONS WITH DATES

2011	Ladoke Akintola University of Technology, Ogbomoso, Nigeria MBA
2004	University of Ado-Ekiti, Nigeria (B.Sc.) in Business Administration and Management
1996	Agidingbi Grammar School, Agidingbi, Ikeja, Lagos State, Nigeria <b>Senior Secondary School Certificate</b>

### HOBBIES:

- Reading, Music and Socializing

### REFEREES:

Will be pleased to furnish upon request