**AKINDE, Taiwo Oluwatosin**

**Akinde.taiwo@gmail.com**

**3, Afolabi Hospital, Adebayo Street,**

**Ado, Ekiti-State, Nigeria**

**TEL: 08140517030, 08069418170**

**PERSONAL STATEMENT**

A 28 year old, highly organized and efficient individual who is reliable, team spirited, skilled, detail oriented, enthusiastic and teachable in achieving the set goals and objectives of an organization through administrative skills and customer service relationship in a bid to foster its growth and development.

**KEY SKILLS**

* Effective communication
* Good human relationship
* Good analytical and performance management skill
* Social media management
* Excellent organizational and coordination skills
* Proficiency in Microsoft office suite

**EMPLOYMENT HISTORY**

**Service Associate/Teller,**

**Heritage Bank,**

**Ado, Ekiti State**

October 2019- till date

**Responsibilities**

* Receipts and payments of cash
* Receipts and payments of cheques
* Prompt processing of Other Bank Cheques(OBCs)
* Process transactions on collection portals in the bank e.g. Etranzact, Remita, E-bills, RevPay etc
* Balancing of tellers’ till at intervals and EOD.
* Prompt processing of PAAR, Form M, bill payments, fees etc
* Process Custom Duties and ensure proper issuance of duty receipts.
* Transfer funds promptly and timely (In-house, NIP, NEFT)
* Process, issue and repurchase Bank Drafts.
* Receipt and payment of FCY transactions.
* Processing of Western Union /Money gram transactions in compliance with advised procedure.
* Process customers’ transactions within approved service TAT e.g. processing of salaries payment.
* First level call-over of transaction tickets.

**Marketing Executive/Customer Service Associate,**

**leadway Assurance Company,**

**Ado, Ekiti State**

Feb 2017 – Oct 2019

**Responsibilities**

* Using social media to start a meaningful conversation with customers
* Developing and implementing marketing campaigns to promote insurance products
* Open and maintain customer accounts by recording account information
* Resolve product or service problems by clarifying the customer's complaint
* Determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution

**Administrative Officer II,**

**Mighty God Investment,Opposite Maraba Garage, Ilorin Kwara State*.***

Oct 2014 – Jan 2016

**Responsibilities**

* Administer the day to the day running of the organization
* Take records of stock
* Keep records of daily transactions

**EDUCATION**

**Ekiti State University, Ado – Ekiti, Ekiti State, Nigeria**

2010 - 2017

B.SC Banking and Finance

**Christ’s School, Ado – Ekiti, Ekiti State, Nigeria**

2001 - 2007

West African Senior Secondary School Certificate Examination

**Jokotayo international school, Ado – Ekiti, Ekiti State, Nigeria**

1996 -2001

Primary School Leaving School Leaving Certificate

**CERTIFICATIONS**

 Member, Nigerian Institute of Insurance [Chartered]

 Google Digital Marketing Skill Certificate

**Participated in VOLUNTEER EXPERIENCE**

Participated in Independent National Electoral Commission (ADHOC) (2019, 2018, 2014)

Participated in National Program on Immunization (2008-2013)

Participated in Measles Campaign (2013)

**HOBBIES AND INTERESTS**

I love engaging intelligent and resourceful people. I am a tech enthusiast, I also enjoy travelling has it brings about a form of adventure and new experience. Engaging in sport activities is also a hobby I developed over the years. I enjoy watching football matches at my leisure and I also follow up on sport news.

**REFEREE**

Available on request