

OGBOMO Edith

Address: 79, Ballat Hughes, Sabin-Gari, Kano State.

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- ❖ Experienced Teller specialists and Customer support personnel bringing extensive financial and customer service skills set to fast-paced bank. Offers professional attitude and known for having "customer first" mentality.
- ❖ Familiar with diverse banking and investment products, including deposit accounts and loans. Competent in setting up services, transferring funds and helping with complex transactions. Positive and upbeat with strong communication and problem-solving abilities.
- ❖ Meticulously organized Bank Teller proficient in time management. Offer professional and courteous customer service with high levels of integrity and accuracy. Experienced in cash handling, balancing drawers, loan processing and inventory management.
- ❖ Trustworthy Teller skilled in working in customer-focused work environments, adept at processing customer transactions, counting money and maintaining balanced cash drawer with high level of accuracy. Trained in all aspects of opening and closing procedures.

SKILLS

- Efficient use of CPDD portal.
- Efficient in the use of FLEXCUBE.
- Good communication skills.
- Attention to details.
- Problem solving capacities.
- * Strong account analysis skills
- * Cash handling
- * Regulatory compliance
- * Customer Service
- * Relationship Development

WORK HISTORY

Aug2019-April2020. **Customer Support Personnel**
Access Bank, MM way branch, Kano State.

Jun2016-Aug2019. **Customer Service Personnel**
Access Bank, bank road branch, Kano State.

- Opening of accounts for potential customers.
- Issuing of ATM cards.
- Supported customer questions and issues by gathering data, analyzing needs, evaluating possible resolutions and implementing best solutions.
- Documented customer interactions in computer system and assisted cross-functionally with billing and technical support to
- deliver high-quality customer service.
- Shared strategic insights with interdepartmental teams regarding customer experience and service-related trends to improve service delivery.
- Delivered exceptional customer service by prioritizing emergency issues and developing and employing workarounds to solve problems expeditiously.
- Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
- Conferred with customers about concerns with products or services to resolve problems and drive sales.
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Maintained 85% success rate on first-call resolutions, escalating complex concerns to supervisors or field personnel to achieve necessary support.
- Collected vital information to support company and associates through interviews and data analysis.
- Provided primary customer support to internal and external customers in fast-paced environment.

Aug2009-Jun2016.

Teller Operations Specialist

Diamond Bank, France road, Kano State.

- Kept accounts in balance and ran daily reports to verify totals.
- Executed customer transactions, including deposits, withdrawals, money orders and Cheque.
- Assisted customers in cashing cheques by verifying signatures and amounts.
- Conducted various branch operations tasks such as balancing and replenishing ATM, TCD and shipment processing.
- Used bank database and Software to record all transactions.
- Rapidly and efficiently prepared customer and ATM cash and change orders.
- Served needs of more than 45 customers daily in busy Type environment.
- Provided high-level customer service through friendly approach, strong professionalism and timely assistance with customer transactions.
- Monitored customer behaviors and upheld strict protocols to prevent theft of assets.
- Maintained balancing record with 95% rate of accuracy.
- Completed special procedures for customers such as ordering new checks, stopping payments or investigating identity theft.
- Checked amount details and fraud markers for transaction papers such as checks and money orders.
- Assisted about 50 customers each day and remained poised and professional even in high-stress situations and when dealing with irate individuals.
- Assisted customers with setting up or closing accounts, completing loan applications and signing up for new services.
- Observed all procedures regarding financial and customer information to prevent possible breaches and data misuse.
- Coordinated daily cash reconciliation in high-volume.
- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.

EDUCATION

April 2015-
Current. **Bachelor of Science: Public Administration (In view)**
Bayero University Kano, Kano State. Nigeria.

Nov 2005-2007. **National Diploma: Cooperative Studies**
Kaduna State Ploytechnic, Kaduna State. Nigeria.

HOBBIES

*Reading; James Harley Chase works (10), Sydney Sheldon, 48 laws of
Power.*

Movies: The Bull, The good fight, SWAT, etc.

REFEREES

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