
Banking & Financial Services

SUMMARY

A focused professional with relative experience in banking and customer service. Demonstrated high-level expertise in the resolution of customer complaints and queries, handling customer transactions, referring credit products, and balancing cash drawers. Very self-motivated, reliable and can tackle financial algorithms with accurate precision. Understands Fintech and Accounting procedures, corporate and investment marketing. Possesses strong interpersonal skills; good team player.

HIGHLIGHTS

- Cash Transactions
- Bank Products & Services
- Customer Queries & FAQ
- Forex and Crypto Analysis
- General Account Ledger
- Customer Management
- Account Opening
- ATM operations
- Productivity software
- Vault operations
- Adaptive Team player
- Financial planning
- Investor & Client Marketing
- Data entry
- Excellent communicator

WORKING EXPERIENCE

Customer Service Officer

United Bank for Africa (UBA)
2020 - 2022

- Assist Customers in exploring bank products and services; resolve complaints via calls and digital platforms, open/close accounts, develop individual financial plans
- Customer record management and data entry, account services.

Bank Teller

United Bank for Africa (UBA)
2019 – 2020

- Cash handling, manage deposits and withdrawals, transfers and check cashing, process loan payments, drawer balancing,
- Verify customer identity and information, open and close accounts, vault and ATM operations

(SIWES) Intern

Nigeria LNG Limited (NLNG)
2017

- Office Assistance, Client Scheduling, Data Entry
- Project documentation, Report and data review

MILESTONES

- Opened over 2000 individual Accounts surpassing the initial target of 10million Naira in deposits within the first 6 months
- Review Customer Data for the National Finance Intelligence Unit (NFIU)
- Recommended to append & use E-stamp on electronic statements

QUALIFICATIONS

- HND Computer Science
- ND Computer Science
- National Examination Council (NECO)