

MERCY UCHECHUKWU UFONDU

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CAREER OBJECTIVE

A highly motivated, goal-oriented, confident, and responsive individual seeking to build a career in banking, where I can contribute my strong customer service and cash handling skills and experience. I bring over 4 years of customer service skills, cash handling skills, retail sales, and customer relationship management experiences acquired through working for different firms in different accounting and sales capacities.

EXPERIENCE

2021 – TILL DATE

BANK SERVICE TELLER, ACCESS BANK PLC.

- Treat customer's deposit and withdrawal transactions
- Treat fund transfer and E-payments transactions
- Oversees ATM deposit and withdrawal
- Package cash to be stored in the bank vault.
- Handling currencies, transactions, and confidential information in a responsible manner.
- Balances numbers at the end of the business day.

2020 -2021

DIRECT SALES AGENT, FIDELITY BANK PLC.

- Sell the Banks Products proactively to new/prospective customers.
- Open and manage bank accounts for new and existing customers
- Ensure timely submission of daily sales activity reports to the Direct Sales Supervisor.
- Reactivate dormant accounts and market risk assets to prospects.
- Ensure timely processing of all initiated Customer transactions, with specific emphasis on account opening.
- Ensure assigned sales targets and budgets are met.
- Participate in tactical sales/marketing activities
- Nurture customer relationship management for new customers and foster existing relationships.

2018-2019

SALES REPRESENTATIVE, BLOSSOM CATERING SERVICES.

- Sell company's products proactively to new/prospective customers.
- Developing the system of operating the business and running its day to day

activities

- Management of customers' database to enable constant patronage
- Oversee quality control and make sure all services are delivered.

2015-2016

CASHIER/ACCOUNTANT, CHINWATAKWE STEEL FABRICATION COMPANY, NNEWI.

- Helped improve the levels of sales
- Proper cash handling
- Taking proper account records of all sales, purchases, inventories, and expenditures.

Management of customers and sale channels.

EDUCATION

OCTOBER 2018

HIGHER NATIONAL DIPLOMA (HND), THE FEDERAL POLYTECHNIC BIDA, NIGER STATE.

Agricultural and bio-environmental Engineering.

Overall GPA/ grade- 3.15 (Upper credit)

SEPTEMBER 2015

NATIONAL DIPLOMA (ND), THE FEDERAL POLYTECHNIC BIDA, NIGER STATE.

Agriculture and Bio-environment Engineering

Overall GPA/ grade-3.36 (Upper credit)

JUNE 2011

SECONDARY SCHOOL CERTIFICATE EXAMS (SSCE), LOUISIANA DE-PRINCE HIGH SCHOOL, KADUNA

JULY 2005

FIRST SCHOOL LEAVING CERTIFICATE, ST. PHILIP'S MODEL SCHOOL, NNEWI.

SKILLS

- Customer service skills
- Excellent communication skills
- Analytical skills
- Excellent in Microsoft Office suite especially Excel
- Skilled at managing human resources
- Cash handling skills

Activities.

HOBBIES

Reading, crafting

Premier Referees

Mr. Daniel Agene (08033142450)
Transaction service Division Head
Fidelity bank plc, Gusau branch.