

Solomon Yabvo Yakubu

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Professional Objective

Experienced banker with excellent mathematical and analytical skills as well as a devotion to customer service. Also and Individual with a good reputation looking to work in a banking firm; bringing strong ability to adhere to rules and regulations guiding the company, and also to obey legal laws in the process of working for the company. Maintained 90% satisfaction rate from banking customers for 15 months straight. Proposed changes to account opening procedures led to a 15% drop in wait time and processing errors. Looking to leverage banking skills at high level.

Personal Information

Sex:	Male
Date of Birth:	4 TH June 1994
Marital Status:	Single
Religion:	Christianity
Nationality:	Nigeria
State of Origin:	Kaduna
Local Government:	Zangon Kataf

Professional Experience

Credit and Disbursement Officer

All-round Trust Micro Credit

August 2019 – Sept 2020 - Kaduna State

- ✚ Sound working knowledge of the overall operations of the loan/credit departments.
- ✚ Ability to establish credibility and rapport; knowledgeable and personable looking for ways to improve the operations of the Bank.
- ✚ Excellent communication and interpersonal skills.
- ✚ Proven ability to demonstrate and coach exceptional customer service.
- ✚ Ability to communicate and function professionally with all levels of personnel and business partners across the organization.
- ✚ Excellent customer contact skills; comfortable asking questions/ interviewing customers about their financial situation; strong listening skills.
- ✚ Understand how to present features and benefits of product and services to customers with differing needs.

- ✚ Must stay current on operational, product, and system changes/enhancements, as well as demonstrate good risk management decisions
- ✚ Able to take “full ownership” of issues until they are completely resolved unpredictable hours, ability to work long hours including weekends and some evening.

Audit & Reconciliation Officer

Ministry of Finance

August 2018 – August 2019 – Osun State

- ✚ Carry out all duties that focus on monitoring compliance with the bank's internal control policies in the branches and units.
- ✚ Carry out daily reconciliation of the company's bank accounts
- ✚ Ensure all outstanding transactions are posted promptly
- ✚ Ensure wrong postings of transactions are reversed
- ✚ Daily follow up with operations/tellers on outstanding transactions
- ✚ Raise exception report on a daily basis
- ✚ Check all books of account to ensure they are free of errors.
- ✚ Verify all expenses made in the branch, including price verification and certification of payment voucher.
- ✚ Check loan forms and files for adequacy, precedent to disbursement.
- ✚ Verify client's business to confirm feasibility precedent to loan disbursement.
- ✚ Pay random visit to client site, for account reconciliation.

Customer-Care officer

Blue Ribbon Commercial Enterprise

Jan 2012 – 2013- Kaduna State

- ✚ Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- ✚ Responding promptly to customer inquiries.
- ✚ Communicating with customers through various channels.
- ✚ Acknowledging and resolving customer complaints.
- ✚ Knowing our products inside and out so that you can answer questions.
- ✚ Processing orders, forms, applications, and requests.
- ✚ Keeping records of customer interactions, transactions, comments, and complaints
Communicating and coordinating with colleagues as necessary.
- ✚ Providing feedback on the efficiency of the customer service process.
- ✚ Managing a team of junior customer service representatives.
- ✚ Ensure customer satisfaction and provide professional customer support.

Personal Qualities & Attribute:

- ✚ Ability to work under pressure
- ✚ Financial planning
- ✚ Risk assessment
- ✚ Customer service
- ✚ Problem solving
- ✚ Investment management

Skills

- ✚ Computer skills
- ✚ Management skills
- ✚ Problem-solving
- ✚ Time management
- ✚ Transferable skills

Education



**Nuhu Bamali
Polytechnic**

*Higher National Diploma – Banking & Finance
Nuhu Bamali Polytechnic
Zaria Nigeria.*

*National Diploma – Banking & Finance
Nuhu Bamali Polytechnic
Zaria Nigeria*



*ECWA Alhamdu Secondary School-SSCE
West African Examination Council
Kano Nigeria*

Certification

ISP Computer Institute – Kano.
Diploma in Computer accounting

Referee:
Available Upon Request