

# AYODELE OLUWAFEMI MARVELLOUS

**Date of birth:** 27th February, 1991  
**Nationality:** Nigerian  
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**Address:** 5, Oshinach Garden Tamaje Area Sokoto

**Sex:** Male  
**Marital Status:** Married

## CAREER OBJECTIVE:

A graduate of Accounting, seeking to build a career in accountancy and corporate services, where I will be responsible for preparing and reviewing business financial reports, suggesting systems to improve management financial reports and evaluating internal finance management systems, procedures and business risks. I possess good interpersonal skills, analytic thinking skills and a very passionate result-oriented personality.

## RELEVANT SKILLS

**Excellent Communication & Sales Skills**  
**Leadership Skills**  
**Good Interpersonal Skills**  
Compliance to controls  
Analytical skills.

## COMPETENCES:

**Problem Solving,**  
**Organizational Abilities,**  
**Administrative abilities,**  
**IT Skills:**

Proficient with Microsoft or computer applications such as **Finacle (any version), Profectus,E-document manager, Vectronics, Infopool, Venus, Outlook/Office365, Microsoft Excel, Power point, Microsoft Word, Teams etc**

## EDUCATION & QUALIFICATIONS

In view. Institute of Chartered Accountants of Nigeria -ICAN  
*Skills Stage*

2019. PROFESSIONAL CONDUCT AND ETHICS  
*Chartered Institute of Bankers of Nigeria (CIBN)*

2019 NYSC Certificate  
*National Youth Service Corps (NYSC)*

2019 B.Sc. Accounting. (First Class)  
National Open University of Nigeria.

2012 ND Accountancy (Distinction)  
*Osun State College of Technology, Esa-Oke.*

## EXPERIENCE

2014- Till Date FIDELITY BANK PLC

### Customer Service Officer:

Provides excellent service to customers in a friendly and courteous manner,  
Participates in marketing and awareness campaigns to create an enlarged customer base,  
Promotes the bank's products and services and responds to all inquiries accordingly  
Improves customers' banking experience with the bank by ensuring that customers are attended to promptly and all their challenges are resolved within TAT and policy,  
Ensures that all the bank's policies and procedures, code of conduct and regulatory guidelines are strictly complied within the process of discharging my duties  
Informs and suggests new banking products to customers,  
Provides information to customers on their account status and account balances  
Reviews and opens new retail and corporate bank accounts,  
Suggests effective ways through which the bank can promote its products and services and increase customer satisfaction,  
Provides assistance to all other teams of the bank by liaising with them through healthy interactions,  
Establishes and promotes professional relationship with customers, ensuring prompt attendance to their inquiries and solving their problems to grant them maximum satisfaction

Ensures that customers' information is confidentially and properly protected and only used for official purposes  
Performs some financial related and marketing transactions  
Channels complex customer complaints and challenges to the right unit for effective resolution

**Funds Transfer/ Clearing Officer.**

- Account reconciliations and maintenance,
  - Resolution of disputes on e-channels: ATM, POS, failed online and USSD Transfers etc.
  - Cheque presentation for outward or inward clearing,
  - Processing fixed deposit FD investment requests, trade and FX documents,
  - Audit of branch FIRS , SIRS etc tax remittances,
  - Ensuring all remittances for customers and regulatory agencies are handled within the agreed time-frame;
  - Ensuring daily, weekly and monthly balancing of internal accounts such as general ledger, transit, amortizations, Manager's Cheques, prepaid Cash Advance, etc.;
  - Maintaining proper records of funds transfer transactions
- Ensuring customers' transactions (Manager's Cheques, NIP etc.) are processed within approved service turnaround time TAT;

2014 Federal Neuro-Psychiatric Hospital Barnawa, Kaduna. - **Expenditure Sub-Unit** at Accounts, Finance & Supply Unit  
Assisted in:

- i. Updating Vote Books,
- ii. Preparing Payment Vouchers
- iii. Updating Cash Books,

**CERTIFICATES OF ACHIEVEMENT HELD**

2016 **Bradshaw Abels Business School.** -Basic Banking Operations

**INTERESTS:**

Travelling, reading, skating, meeting people and computing.

**REFEREES**

**Atule Emmanuel.**

*Head Expenditure Sub-Unit--  
Federal Neuro Psychiatric  
Hospital  
Kaduna*

08080788609

**Sani Ibrahim,**  
**Ag. Study Centre Director**  
National Open University of  
Nigeria  
**07039781658**

**Salihu Jibrin Hussaini**  
**Regional Bank Head- Fidelity  
Bank PLC**

08036172246