**OYELEYE EMMANUEL OYEYEMI**

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**PROFILE** 

Reliable Employee & Engagement Officer with energetic and resourceful customer service professional with over five years of experience resolving customer complaints and promoting conflict resolution. Ability to cultivate key client relationships for multiple campaigns in diverse industries. Expertise in client services, account management and relationship-building.

**WORK HISTORY**

**Bochum Micro Finance Bank , Ibadan February 2015 – January 2016**

**Position:** Marketer

* Market Loan Product and process Loan Applications for SME, public and private sectors
* Interview loan applicants to determine financial eligibility and feasibility of repayment of loans.
* Determine all applicable ratios and metrics and set up loan payment plans .
* Complete loan contracts and counsel clients on policies and restrictions.

**CIN Trust , Ibadan February 2016 – August 2016**

**Position:** Debt Recovery

* Liaise with Legal services providers on all challenged and problematic accounts.
* Keep track of assigned accounts to identify outstanding debts.
* Plan course of action to recover outstanding payments.
* Locate and contact debtors to inquire of their payment status.
* Negotiate payoff deadlines or payment plans

**Sterling Bank, Victoria Island, Lagos September 2016 – December 2018**

**Position:** Sales Representative

* Promptly respond to customer enquiries in person or via phone, email, mail or social media.
* Quickly and efficiently open customer accounts by accurately recording account information.
* Maintain financial accounts by processing customer adjustments in a professional manner.
* Increased customer base by 30% during the year 2018 due to the delivery of quick service.

**DSTV, Mushin Lagos January 2019 – May 2021**

**Telephone Sales Representative**

* Received 97% satisfaction rating from customers after completed phone or video calls.
* Kept records of customer interactions, processed customer accounts and filed documents.
* Collaborated with the team to quickly resolve customer complaints with the appropriate action.
* Effectively managed approximately 100 incoming calls daily.

**Apex Trust Micro Finance Bank, Ibadan January 2022 – Till Date**

**Retail Banker**

* Approach customers with the aim of winning new business,
* Meet with existing customers to strengthen business relationships with a view to increase financial growth of the bank.
* Aggressively market the bank’s products to ensure favorable market response and optimum build-up of revenue.
* Follow up customers with dormant accounts, convince to resume dealings with the bank.
* Achieve set deposit targets / contributions by acquiring business / investment deals from private, public, individuals and corporates.
* Prepare documentation on the creation of risk assets to increase business office profitability.

**EDUCATION**

**Bachelor Degree, Economics** **2015**

* **Second Class Honours**

Tai Solarin University of Education, Ijagun (2010 – 2014)

**Masters Degree, Personnel Administration** **2018**

University of Ibadan, Ibadan (2016 – 2018)

**CERTIFICATION/TRAINING**

**Jobberman Soft Skills Training Certification**  **2021**

**VOLUNTEER EXPERIENCE**

**N-Power** *– Federal Government of Nigeria*December 2016 – August 2018

* Volunteer Teaching primary school pupils
* Classroom Management of 50 pupils for primary 5.

**PROFESSIONAL MEMBERSHIPS**

* mNIM (in view)

**SKILLS AND INTERESTS**

* **Project Management**
* Excellent organisational skills
* Highly Proficient in Computer applications; (AI, Corel Draw, MS: Word, PowerPoint, Excel and Google Apps)
* **Good Problem Solving Skills**
* Stakeholder Management
* **Writing Skills**: Written articles on leadership and social issues, concept notes and proposals and Curriculum Design
* **Strength**: Data Analysis, Programme Implementation, Training and Facilitation
* **Interest**: Education, Employability, Youth Transition and Research

**REFEREES**

Available on request