

MACAULEY IDOEDIUYAI IME

Gender: Male

Contact Address: 27, Lateef Salami Street, Ajao Estate Lagos.

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PROFILE SUMMARY:

To occupy any position where I will be able to contribute my skill, knowledge, practical experience and abilities to achieve mutual employee and employer growth and success.

PERSONAL DETAILS:

Date of Birth: May 1st 1997

State Of Origin: Akwa-Ibom State

Local Government: Ikot-Abasi

Marital Status: Single

EDUCATION & TRAINING:

2016	B.Sc (<i>Hons</i>) International Relations Second Class, Upper Division (<i>2:1</i>) University of ESPAM Formation Cotonou
2013	National Examination Council (<i>NECO</i>) Alamuwa Grammar School, Ado/Odo

PROFESSIONAL MEMBERSHIP & CERTIFICATION:

Chartered Institute of Customer Relationship Management (CICRM)
Part-Qualified, Professional Level

EXPERTISE, KEY SKILLS AND COMPETENCIES

- Ability to analyze and communicate complex and sensitive data
- Leading and motivating teams to ensure high levels of productivity and customer services
- Highly organized and focused in meeting task deadlines within identified time-frames
- Proficient in the use of software packages including Microsoft office suite.
- Good team player.
- Abundance of personal energy, passion and drive

WORK EXPERIENCE AND RESPONSIBILITY:

October 2019 to January 2020

Transaction Officer (Retail Operations)

Access Bank Plc Osolo Way, Lagos.

Key Responsibility & Achievement.

- Receive requests from internal and external clients for processing financial transactions (e.g. Sending cables, preparing drafts/money orders and transferring funds between accounts)
- Process entries using multiple steps and involving unique situations to ensure adjustments are posted directly to customer's accounts, operation centers or branches
- Verify documentation on file to ensure accuracy
- Receive requests and verify information against documentation, indicating any special handling instructions as dictated by the client; print and forward information as appropriate
- Escalate non-conforming requests or those requests exceeding dollar limits to appropriate areas for authorization
- Complete clerical duties such as filing, faxing, photocopying, stationery ordering, typing basic information and modifying established spreadsheets to provide administrative support to department
- Train new incumbents and/or temporary staff on procedures and guidelines to ensure transfer of knowledge and consistency in process

November 2016 - October 2017

Class Teacher (NYSC Service Year)

Government Day Secondary School,

Charanchi,

Katsina State.

Key Responsibility & achievement:

- Supervising and providing support for students, ensuring their safety and access to learning activities
- Devising and delivering comprehensive, innovative and interactive lessons.
- Planning and preparing teaching and content , scheme of work and lesson plans
- Employing teaching techniques to keep students interest , level high and promote active participation in classes
- Monitoring students responses to learning activities and accurate recording achievements
- Marking students assignments and providing advice and suggestions to students for improvement

REFERENCE:

Mrs Akerele Olufunmike

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