

# OPARAH, MERCY OLUCHI

Address: 11, Onawale Street, Ire-akari Estate Isolo, Lagos State.

Tel: 08175911034, 08164479333

E-mail: [mercyoparah95@gmail.com](mailto:mercyoparah95@gmail.com)

---

## CARREER OBJECTIVE

An ambitious and skilled individual with excellent knowledge of the activities in the financial institution and administrative duties, striving towards continual improvement in an organization with the desire of becoming a renowned and established professional where I can learn and employ practical application of finance, investment, customer dealing and business for the benefit of the organization and personal development.

## SKILLS AND COMPETENCIES

- Possess high level of interpersonal skills
- Excellent presentation and communication skills to effectively communicate with management and clients.
- Very strong team player with ability to also deliver excellently on solo task
- Ambitious, eager and willing to learn
- Highly motivated and energetic
- Willingness to work in a team with minimal supervision
- Customer Oriented, Team player and Respect for diversity
- Good time management
- Good team Player, physical and mental alertness
- Proficiency with Microsoft Office Suite (MS Word, Excel, and PowerPoint)
- Absolute integrity and Honesty

## WORK EXPERIENCE

**Access Bank Plc**

May 2019 – Till Date

**Point Road Branch Apapa Lagos**

**Customer Care Officer**

Responsibilities:

- Give customers information about the Bank's products and services
- Keeping records of customer interactions, transactions, comments and complaints
- Receive requests from internal and external clients for processing financial transactions
- Keep informed on all changes to products and services, rules and regulations to ensure accurate processing of documents and perform accurate quality assurance checks
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment;

following up to ensure resolution.

- Perform data entry of important materials from source documents to computer database and ensure completeness and accuracy of data
- Contribute to team effort by accomplishing related results as needed.
- Ensure customer satisfaction and provide professional customer support
- Processing of FX transactions and school fees payment abroad

## **Guaranty Trust Bank Plc**

June 2018 – Dec. 2018

### **Int'l Airport Road Branch, Lagos State**

#### **Bank 737 ambassador**

Responsibilities:

- Customer acquisition through sale of bank's products and services
- Selling 737 USSD code to customers
- Greet customers and assist in escorting customers including platform, answering enquiries in order to promote customer experience excellence and enhance its competitiveness by leveraging and strengthening the growth in business sales productivity
- Assist in promotion of automated banking in order to deliver a high standards of professional and effective services, whereby improve overall customers waiting times

## **Sterling Bank Plc**

Nov. 2017 – March 2018

### **Itire Branch, Lagos State**

#### **Direct Sales Executive.**

Responsibilities:

- Customer acquisition through sales of the bank's products and services
- Creating solutions and ensuring a smooth sales process
- Suggest product improvements based on customer feedback
- Increase revenue through product orders and pre-orders
- Finding new sales leads and driving liability balances of accounts opened
- Administering and ensuring compliance to all sales objective
- Monitoring all customer queries and ensure timely response

**National Youth Service Corp (NYSC)**

April 2016 – March 2017

**Zamfara State Radio and Television Service Gusau**

**Admin Officer.**

Responsibilities:

- Monitoring, supervising and reporting analysis of management information
- Developing means to support the successful performance of the administration
- Collaborated with colleagues by participating in team meetings, sharing ideas, contributing to team goals, and documenting progress toward reaching those goals
- Assists in the preparation and implementation of strategic plan and work program

**EDUCATIONAL QUALIFICATION**

**University of Nigeria, Nsukka Enugu State**

October 2011 – July 2015

B.Sc. in Business Management

**Living Spring Hi - grade College, Lagos State**

September 2005 – July 2011

West African Examination Council

**Higher Ground Children School, Lagos State**

September 1999 – June 2005

First School Leaving Certificate

**CERTIFICATION:**

**Suit for Success Consultant**

October 2016

Certificate of Participation

Covering; Employability skill training and works ethics

**Mobile Cyber Institute (MCI)**

September 2015 – March 2016

Certification of Computer Credentials

Covering; Proficiency in Microsoft Word, Excel, Power Point and Other Packages.

**REFEREES:**

Reference available on request

