**PAUL, MONDAY OBEKA**

Residence of Engineer Anjikwi Wakawa, Fily Usman Dala behind Betara’s House Yawi ward Biu, Borno State. **Or**

No 2 Damaturu Road Polaris Bank Limited Biu, Borno state.

**08163724250**

**[obekapaul1@gmail.com](mailto:2nexlevel@gmail.com)**

**CAREER AIM:** To work as a professional in an organized environment where my financial, transactional, effective communicating, excellent customer service delivery and problem solving skills/experiences acquired over the years will add value. Therefore, meeting or exceeding expectations by achieving the desired set goals and objectives of the organization with a precise view to realizing personal development plan as an individual.

**PERSONAL BIO-DATA:**

**DATE OF BIRTH:** 19th September, 1991

**SEX:** Male

**MARITAL STATUS:** Single

**STATE:** Benue State

**HOME TOWN:** Otukpo

**NATIONALITY:** Nigeria

**PROFESSIONAL COMPETENCE:**

* Documents/records management Skill
* Reporting Skill
* Fraud detection & Control Skill
* Investigation Skill
* Sound & Effective Communication Skill
* Excellent Customer Service Delivery Skill
* Sound Knowledge of banking operations, principles, practices & processes
* Understanding of Financial Knowledge and Instruments

**BEHAVIOURAL COMPETENCE:**

* Interpersonal Relations
* Initiative & attention to details
* Drive for Continuous Learning
* Results Oriented
* Excellent Analytical Ability
* Decision & Problem Solving

**EDUCATIONAL DETAILS:**

2019 University of Maiduguri

Post Graduate Diploma in Education (PGDE) In view

2019 The Chartered Institute of Bankers of Nigeria

Professional Conduct and Ethics Certification

18th October, 2019 ICS Sourcing Academy

Accountability in Workplace Certification

2014 - 2016 The Federal Polytechnic Bauchi, Nigeria

HND in Computer Science (Upper Credit)

2009 - 2011 The Federal Polytechnic Bauchi, Nigeria

ND in Computer Science (Lower Credit)

2001 - 2007 Command Day Secondary School, Maxwell

Khobe Cantonment Jos, Plateau State -

Nigeria

National Examination Council (NECO)

**ADDITIONAL SKILLS:**

* Expert skill with Oracle FLEXCUBE - Core Banking Solution
* Expert with Microsoft Office (Word, Excel, PowerPoint, Outlook etc)

**WORKING EXPERIENCE**

2016 to Date **POLARIS BANK LIMITED**

**Internal Control Officer(ICO)**

Job Description:

To ensure safety of Bank assets, Compliance with policies, procedures & Regulatory guidelines, Ensure correctness of transactions & entries, ensure effective, efficient operations and administration of Branches. To prevent frauds & minimize errors

DUTIES:

* Ensure strict adherence to policies, procedures & Regulations in branches & Regional support units
* Daily Review, Monitor & Safeguard Bank assets (Cash, Fixed assets & Risk Assets)
* Identifying critical issues of interest on business, operational, security etc. to Management
* Identification of control lapses and strengthening operational processes & weaknesses
* Transactions review (Alerts, NEFT, RTGS, and Data Analysis etc.) /call-over at Branch
* Follow up on regularization of exceptions identified during transaction review
* Handling Customers complaints & general investigations at Branches
* Follow up on regularization of the exception reports from Internal Audit, External Auditor & External Examiners (CBN, NFIU, NDIC etc)
* Review all Customer Service Desks activities and transactions e.g. customers account documentation status, Placement and Removal of PND, Account closure and reactivation
* Rendition of Daily, Weekly, Monthly, and Quarterly Reports
* Carryout other task assigned by the Regional Internal Control Manager.

2012 – 2013 **GUARANTY TRUST BANK PLC**

**Transaction Executive (Cashier)**

Job Description:

* Cheque cashing, depositing, transfers including Western union transfers
* Savings deposits, withdrawals
* Payment collection
* Promotion of the bank’s products ( loans, electronic banking products e.tc)
* Business referrals of potential customers
* Resolving customers issue when and where necessary
* Balancing the vault at the end of the day’s business
* Processing of transactions on Pay Direct platform such as Federal Inland Revenue Service (FIRS) taxes, PHCN bills, South Africa Airways bills, Custom duties e.tc
* Processing of transactions on Collect Plus platform such as DSTV subscription bills, HITV subscription payment e.tc
* Control and compliance – calling over of vouchers/instruments processed so as to ensure accurate posting of transactions. Therefore, ensuring accuracy in postings transactions
* Processing of payment for airtime voucher subscriptions such as MTN, Airtel e.tc
* Receiving and loading of cash as regards mobile money wallet.

**TRAININGS/COURSES ATTENTED WITH DATE**:

October 3rd – 16th 2016 Polaris Bank Training School

(Basic Internal Control Course)

JAN – DEC 2017  **KIDS WITH A VISION FOUNDATION (K-WAVF)**

**NYSC**

**I.T REP**

**Job Description**

* Provides daily support to users of various computer systems including answering questions, analyzing problems, and quickly forming solutions to return systems to proper operation.
* Communicate clearly and effectively with end users, colleagues, and management to quickly resolve issues and ensure satisfaction.
* Install and maintain hardware, software, and other equipment to organizational requirement, satisfaction, routinely observe operational performance, and install security patches and update when necessary.
* Maintain detailed records of daily interactions with clients, installation activities, reported issues, and completed solutions along with any further actions required of management or repair personnel.
* Increase personal technical knowledge by reading trade publications, operating manuals, and diagnostics information, and attending conferences or seminars when possible.
* Collaborate with technical staff and clients to establish goals and objectives for system improvement and upgrades.
* Creates and implement new processes to improve efficiency and clients satisfaction while drastically reducing cost

**HOBBIES:** Reading and carrying out development research.

**REFEREES:**

* **Abdulhamid Saleh**

Regional Internal Control Manager (**RICM**), Polaris Bank Limited.

Address: No. 21B Ahmed Abdulkadir Way, Bauchi, Bauchi State

Tel: +2348034544327 DL: +2348128022701.

* **Zaman Kalau**

Group Head (**GH**) North East Group II Business area, Polaris Bank Limited

Address: No.8/9 Sani Abacha Way Dutse, Jigawa State.

Tel: +2348181893159

* **Abubakar Kakangi**

Regional Branch Coordinator (**RBC**), Polaris Bank Limited.

Address: 21 B Ahmed Abdulkadir Way, Bauchi, Bauchi State.

Tel: +2348033117701

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