**OBJECTIVES:** To work my colleagues, contributing the best of my ability to improve organizational objectives and achieve managerial goals and targets.

**PERSONAL DATA:**

Date of Birth: 9th October, 1987

Marital Status: Single

Sex: Male

State of Origin: Oyo

**EDUCATION:** **DATE**

 University of Ibadan

 BSc in Statistics 2009-2014

 The Polytechnic, Ibadan

 ND Statistics 2005-2007

 Aperin Boys High School, Ibadan

 General Certificate Examination 2003-2004

 Christ National Model College, Ibadan

 Senior School Certificate Examination 1998-2004

 Army Children Primary School, Ibadan

 Primary School Leaving Certificate 1992-1998

**WORK EXPERIENCE**:

Ison BPO Int'l Ltd

Nigeria

**Post Held:** Mtn Customer Care Representative. 2015-Till Date

Diamond Bank Plc

**Post Held:** BVN Officer 2015

 Intercontinental Bank Plc

 **Post Held:** Bulk Teller, Funds Transfer (IT) 2007-2008

 **Responsibilities:**

* Answer customers' call promptly, greet customers, indentify myself, offer to help, listen carefully, use callers' name where necessary, identify, verify, acknowledge, troubleshoot, minimize call escalations, provide first call resolution and ensure customer gain in the end
* greeting customers, identifying their needs and answering customer inquiries.
* Inputing customers' bio-data into the system according to customers' profile, capture faces and direct them to thumb print and sign on the designated machine, then print their ticket IDs while their BVN are generated and sent to registered customers within 24hours.
* Balance currency, coin, and checks in cash drawers at ends of shifts, and calculate daily transactions using computers, calculators, or adding machines.
* Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
* Enter customers’ transactions into computers in order to record transactions and issue computer-generated receipts.
* Serves customers by completing account transactions
* collection of inward and outward cheques,and dividend warrants
* calling over of daily transactions

**ACCOMPLISHMENTS:**

* Making customers gain in the end by solving their problems
* selling of MobileApps and other bank's products to customers
* Engaging new customers to opening accounts with huge deposits
* shortage free
* outdated cheques are quickly discovered.
* fake notes are easily detected

**SKILL ACQUIRED:**

* Integrity
* Ability to work under pressure
* Good cross-selling and multi-tasking skills
* Ability to meet deadlines
* Ability to work in a team
* Problem Solving
* Good written and oral communication
* Proficiency in the use of Microsoft Applications

**INTERESTS:** Traveling, Counseling, and Meeting people

**First Name of Application CV No:** **1702332**

Whatsapp Mobile: +971504753686

