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| SUMMARY OF EXPERIENCE  I am a professional Customer Service Personnel with 12 years of highly active customer interfacing and solutions experience at both frontline and supervisory levels in banking and procurement environments. My Customer service experiences include Marketing, Sales, Secretarial and Line reporting.  Supervisory experience includes training of customer service personnel as part of new products rollout as well as facilitating Weekly Knowledge Sharing Sessions in order to update other bank staff on organizational processes, systems and products. I also liaise with other branches and departments for the resolution of customer issues, including sending out search reports to legal department for confirmation and follow up on outstanding requirements.  Rose through the ranks to the position of Head Customer Service, I have a cognate value driven leadership skills and style.  With my analytical, versatile and highly adaptable attitude, I was able to lead teams to successfully cope with the very high pressure banking environment and deliver on agreed objectives.   |  |  | | --- | --- | | COURSE TITLE | DATE | | Funds Transfer Local Training | September 2011 | | Customer Service Essentials & Core Banking Applications and Products | March 2011 | | Customer Service Excellence Training | February 2010 | | Operational Risk Management | 2009 | | Finacle and system upgrade | 2009 | | Oceanic Bank Leadership Academy (6 Weeks training/ Induction program | September 2008 | | ATM and E-Business Training | May 2008 | | Basic selling and Customer Relationship maintenance | 2006 and 2007 |   WORK experience  Bejedon Ltd - Lagos, Nigeria  March 2012 till December 2015.    Customer Relations Management   * Providing help and advice to customers using organization’s products or services. * Communicating courteously with customers by telephone, email, letter and face to face**.** * Handling customer complaints or any major incidents. * Investigating and solving customers' problems. * Receiving of company’s bids through e-mail. * Market surveying of products or goods to be bided. * Actual bidding and supply of goods and products. * Keeping accurate records of discussions or correspondence with customers.   Eco bank Nigeria, Okota Branch - Lagos, Nigeria  November 2007 Feb 2012.    Head, Customer Services Unit   * Extensive knowledge of **all banks products, banks software and procedures.** * Ensure customer data are properly updated both in customers file and the banks software * Authorize entries made by customer service officers. * Preparation of all Internal Memos, writing Reference and Administration letters for customers. * Liaising with other branches through phone call and mails for customers issue resolution * Training and Knowledge sharing sessions(KSS) every Thursday of the week to ensure all staff is carried along * Verify requests for demand drafts and customer cheques. * Generate MasterCard, and all ATM card requests for customers * Verify all customer mandates on Sign Cap, the banks image system. * Activate customer’s profile on Internet banking. * Send out search reports to legal department for confirmation of company registered documents and follow up on outstanding requirements. * Open customers’ accounts, issue cheque books, verify signature on official documents and customer instruments. * Ensure a fraud free and error free operating environment, with special reference to account opening and documentation. * Ensure regular and adhoc correspondence with customers, attend to customer enquiries, complaints and requests. * Ensure value chain effects by converting walk-in prospects to Bank customers. * Ensure cost reduction through proper management and utilization of assets. * Achieve deposit target liability as stipulated by management.   Relationship Management   * Maintained banking relationship with customers from time to time. * Confirmation of cheques for customers branch-wide for prompt service delivery. * In direct charge of all KYC (Know Your Customer Well) operations in the bank. * Resolved Customer complaints and made referral to appropriate quarters. * Daily review of customers’ accounts to analyse and record inflows, outflows and current cash balance. * Providingall necessary support to the team by ensuring that new accounts are signed on. * Liaising with Relationship managers on disbursement of loans to customers. * Monitoring and reviewing the Performance of Credit facilities granted to customers. * Recording and reporting credit performances to relationship managers.   Spring Mortgage Bank Plc – Lagos, Nigeria  05-10-2005 till 10-11-2007  Head , Customer Services Unit   * Open customers’ accounts, issue cheque books, verify signature on official documents and customer instruments. * Attending to all **MONEYGRAM** transactions and payment of cash both local and USD as the case may be. * Attending to all customers enquiries, Cross selling of the banks product. * Ensure a fraud free and error free operating environment, with special reference to account opening and documentation. * Extensive knowledge of all mortgage products e.g. NHF account opening and loan application.   **Cash and Teller Unit/ Funds Transfer Local Unit. / October 2005 till October 2006 (Still at Spring Mortgage Bank).**   * Accepting, verifying and posting all cash transaction. * Cash payment to customer. * Accepting, verifying and posting all cheque transaction * Accepting and posting of all banks cheques and drafts.   **Allied Air Cargo. Lagos International Airport- Cargo Division.**  **May 2005 till June 2005**  **Personal Assistant to CEO.**   * Answering all phone calls for the CEO * Maintaining and fixing new appointment on his behalf. * Taking massages and making sure they get to the appropriate quarters. * Receiving all letters for the CEO, making sure they get to him and treating them with the urgency required, filling them up accordingly. * Writing all official letters for the CEO * Organizing meetings * Making travel arrangements and accommodation.   KATSINA State Agric and Rural Development Authority  2003 till 2004    National Youth Service Corps   * Weekly inspection of farms in surrounding rural areas. * Comprehensive Data update and records on farmers visited. * Fertilizer Distribution and monitoring of the application.   CERTIFICATIONS   * General Health, Safety & Environment Course (INSTITUTE OF SAFETY PROFESSIONAL OF NIGERIA) * HSE Competence Development Training- LEVEL 3 (INSTITUTE OF SAFETY PROFESSIONAL OF NIGERIA)   SKILLS   * Business Analysis and Intelligent Information Gathering * Team Management and Effective Leadership * Communication and Negotiation Skills * Conflict Management * Proficient use of Microsoft Excel, Microsoft Word and Microsoft Outlook.   **EDUCATION**  **University Of Calabar |Sept 2002** (B. AGRIC –2nd Class Lower Division.)  St. Mary Magdalene’s (Ang.) Girls Seminary, UMUAHIA.  Senior School Certificate Examination (S.S.C.E.)  Hobbies  Reading, writing poems and short stories, meeting and interacting with people and playing Table Tennis. |