

ADETUTU ADENIJI

RETAIL OPERATIONS INTERN AT ACCESS BANK PLC

CONTACT

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PROFILE

A methodical and intelligent financial enthusiast with background experience in social media management, public relations, Customer Service And Banking. My skill set includes; communication, interpersonal, leadership, organization and information analysis skills with a great drive for excellence.

EXPERIENCE

RETAIL OPERATIONS INTERN

ACCESS BANK PLC | ADEYEMO ALAKIJA BRANCH | NOVEMBER 2019-PRESENT

Main activities and responsibilities :

- Processing cash and Cheque transactions, funds transfers and other remittances.
- Cross sell the Bank's products to new customers.
- Ensure compliance with regulatory rules as stated by the Central Bank of Nigeria.

INTERNATIONAL TRADE/FOREIGN EXCHANGE (TRADE SERVICES OPERATIONS) TRAINEE

STERLING BANK PLC | HEAD OFFICE, MARINA | OCTOBER 2019

Main activities and Responsibilities

- Prepared FX Sales Schedule, using Microsoft Excel to be submitted to the CBN for Audit purposes.
- Generated Swift messages and distributed to appropriate parties.
- Organized and executed Knowledge Sharing Sessions in the Trade Services Department.
- Record Keeping of Foreign transactions conducted in the Unit.

COMMUNITY ASSOCIATE

Muster | LAGOS | JULY 2019 - SEPTEMBER 2019

Main activities and Responsibilities

EDUCATION

BSc. Anatomy (2nd Class Upper)

Bowen University, Iwo
Osun State | June 2019

WASSCE

Top Laurels High School, Jakande
Estate, Isolo
Lagos | 2015

SKILLS

- Organization
- Verbal communication
- Reporting skill
- Multi-tasking
- Data entry Skill
- Information analysis
- General consulting skill
- Customer focus skill

CERTIFICATIONS

- **Customer Relationship Management**
- **Professional Conduct and Ethics Certification (Chartered Institute of Bankers of Nigeria)**

Google Digital Skills for Africa

LANGUAGES

English | Native

French | Conversational

- Preparing for customer inquiries by studying products, services, and customer service processes.
- Responding to customer inquiries (on all channels; Crisp, IG, Twitter, Facebook, LinkedIn, Phone call etc.) by understanding inquiry; reviewing previous inquiries and responses.
- Gathering and researching information
- Assembling and forwarding information; verifying customer's understanding of information and answer.
- Recording customer inquiries by documenting inquiry and response in customers' accounts.
- Sending weekly newsletters (via Mailchimp) to the Muster community on new listings, products, company updates and general information to promote the brand and promote a communal sense in the Muster community.
- Preparing excel, pdf and PowerPoint reports on daily, weekly, quarterly operations
- Partnering with the media & design unit, manage Muster's online presence on all social media pages through engaging posts.
- Improving quality service by recommending improved processes; identifying new product and service applications.
- Updating job knowledge by participating in educational opportunities.
- Accomplishing customer service and organization mission by completing related results as needed.

REAL ESTATE MANAGEMENT INTERN

Olu Adeniji & Co | LAGOS | JUNE 2017 -SEPTEMBER 2017

Main activities and Responsibilities

- Promoted sales of properties through advertisements on social media and open houses.
- Acted as an intermediary in negotiations between buyers and sellers generally representing one or the other

ACHIEVEMENTS

- Coorganizer TEDXBOWENUNIVERSITY 2018/2019
- Public Relations Officer of the Bowen Baptist Students Fellowship