

KOLAWOLE ARAFAT ADEDAYO ACIB

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PROFILE

A reliable, dynamic and straightforward Customer Service professional who is committed to providing a quality, bespoke service that is second to none.

An expert at understanding the needs and requirements of people with a track record of working to exceed these wherever possible. Also possessing the confidence to deal with difficult situations as I someone who is always positive and proactive in finding solutions to problems.

BIO –DATA

Sex: Male

Date of Birth: 16 August 1981

WORK EXPERIENCE:

Relationship Manager (November 2018 till Date)

- Built and maintained relationships with new and existing clients
- Handled clients' credit requests, disbursement and maintained proper monitoring of all loan portfolios.
- Handled debt recovery and loan restructuring.
- Educate clients on available technology tools and implementation of solutions aimed at value creation for clients

Achievements

- Organized a market Storms to Federal College of Education Yaba and Bariga Market.
- Over 15 Dormant SME account reactivated this Financial year.
- Over 80M Facility already booked since ease of lock down till date.

Head Customer Front Desk, Cash Operations and ATM Custodian, (March 2014- November 2018)

- Writing professional response letters to customers.
- Responding quickly to in branch situations before they turn to escalations
- Supervised cashiers/Tellers to ensure service provided is customer centric.
- Ensure that procedures regarding the control and movement of cash are adhered to.
- Monitored Automated Teller machines and handled all customers' disputes errors.
- Rendered anti-money laundry reports for the branch.
- Liaised with Central Vault for cash requests and indents

Achievements

- Developed a tracking process for the branch to ensure adequate resolution of all customer complaints.
- Enforced a resolution based work ethic within the team
- Grew the customer acquisition base in the branch and improved branch volume of reactivated dormant accounts using exceptional relationship and interpersonal skills to reignite relationships

Customer Service Officer and Foreign Operations Officer (February 2008- March 2014)

- Taking inbound calls from customers.
- Managing, modifying and inputting data to spread sheets.
- Handling reservations and bookings.
- Preparing customer service summary reports.
- Dealing politely but firmly with demanding customers.
- Carrying out a variety of administrative tasks.
- Implementing new customer service policies and procedures.
- Ensuring compliance to relevant policies
- Verifying the accuracy of orders from customers.
- Processing mail from customers.

Trainings Attended

- **Customer Value Creation** (In-house training conducted by Kainosedge Consulting Ltd)-July 2019
- **Anti-money laundry and compliance training** (In-house Training)
- **Retail banking Certification Program Basic Mastery Level** (In-house training)

Education & Qualifications

- University of Ilorin, Ilorin, Kwara State **Bachelor of Agric** (B.Agric) 2000-2005

Professional Membership Affiliation

- **The Chartered Institute of Bankers of Nigeria**
(Associate member 2018-A117980)
- **Certified Financial Analyst Institute**
(Student membership- December 2020 Level 1 Candidate)

Additional Training Experiences

- **The Complete Investment Banking Course 2020** by Udemy
- **Data Analytics: SQL and Power BI** by The Utiva Data Analytics Program: Accelerator May 2020
- **Data Analysis and Business Intelligence Track** by EverythingonData August 2020
- **Executive Masters certificate in Project Management** by Project Management College UK (Lagos Office)

Other Skill Profile

- Problem solving skills and ability to learn fast
- Proactive management qualities.
- Sound leadership potentials.
- Sound analytical thinking.
- Good inter-personal skills

Referees: Available upon request