

# CHINYERE CHINEZE TONY-EKE

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## Profile

A dynamic, highly resourceful, enthusiastic, customer-centric, achievement oriented and result driven professional with a proven track record in driving sales, ensuring customer satisfaction and ultimately improving the company's bottom line.

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## Objective

To secure a challenging and rewarding role where I can apply the skills, knowledge and expertise gained throughout my current and previous experiences for the benefit of the organization and to provide an opportunity for career growth and improving my skills.

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## Key Competencies

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|----------------------------|---------------------------------------|
| ➤ Leadership               | ➤ Product Management                  |
| ➤ Communication            | ➤ Adaptability & Team Work            |
| ➤ Customer Services        | ➤ Business Analysis & Problem Solving |
| ➤ Vendor Management        | ➤ Microsoft Office Suite              |
| ➤ Trustworthiness & Ethics | ➤ Ideation & Improvement Processes    |
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## CAREER SUMMARY

Jan 2020 – Date                      **MANAGER, E-CHANNELS & DISTRIBUTION – FSDH Merchant Bank.**

### ACHIEVEMENTS

- Got the mandate as the first Merchant Bank to participate in Lagos State Revenue collections
- Upgraded the Internet Banking and Mobile App for bill payments and transfers via Integration with Interswitch
- Concluded integration with Dangote Group for Cement collections
- Concluded set-up of FSDH360 – Virtual Account Service
- Concluded integration with NIBSS E-Bills Pay Service
- Currently at the concluding stage for POS business in the bank

### Key Responsibilities:

- Actively identify business development opportunities to increase the awareness, profitability & adoption of the bank's e-Channels and products
- Work with internal marketing and business teams to identify key target segments, formulate plans to engage and educate customers in order to strategically drive up customer acquisition and usage of the bank's e-Channels and products.
- Analyze and manage ongoing enhancements and new e-Channels initiatives, requirements, UAT and implementations.
- Collaborate with various departments such as IT, Corporate Banking, Financial Institution, Operations and Risk Management Groups as well as other FSDH subsidiaries and External Parties to develop and rollout innovative services and functionalities for different customer segments
- Conduct market analysis, feasibility studies and trend analysis to keep abreast of industry development, opportunities and/or threats to the e-channels/products.
- Drive Value Chain Acquisition of the Corporate Customers to improve collections

April 2019 – Jan 2020 **TEAM HEAD, CORPORATE CHANNELS - Access Bank Plc.**

### ACHIEVEMENTS

- Completed the integration of two (2) additional Inter-Bank Payment Services to the Primus Plus platform (i.e. SwitchIT and Remita).
- Re-Introduction of Corporate Pay to Access Bank customers as an alternative Payment Service
- Successfully Upgraded our In-House Collection Platform - AccessPay (i.e. to cut-over from external vendor – Parkway Projects)

- Upward negotiation of Corporate Pay Revenue per transaction by 20%
- Commenced Web Transaction Acquiring/Collections via Paystack Technologies
- Grew Corporate Channels' Revenue from N1.65B in 2018 to N3.5B in 2019
- Participated in the Work Stream for Access-Diamond merger activities

#### **Key Responsibilities:**

- Manage all Payment and Collection Products Development Life Cycle
- Management of the Bank's Corporate Channels – Primus Plus, Corporate Pay, Access WebPay, POS, Access Pay, Access Collect, PAYDirect, PayOutlet, Rev Pay, eCashier etc.
- Product pricing optimization - ensure marketability and profitability of Payment and Collection Products
- Pre & Post Sales Services - Client visits, Customer Training, Issues Resolution etc.
- Show good understanding of corporate client's requirements by constantly evaluating feedback from the market and conducting regular client needs analysis
- Recommend and drive strategies for the growth of the Payment and Collection Products portfolio, outline goals, potential risks, challenges and opportunities.
- Provide branches with relevant knowledge on Payment and Collection Products, insight on market trends and analysis to communicate performance and ensure strategic allocation of resources
- Generate monthly income statements, product portfolio report and revenue leakage monitoring for all Payment and Collection Services.

**Aug. 2017 – Mar 2019 HEAD, BUSINESS SALES (VALUE CHAIN MARKETING & PAYMENT SERVICES), Diamond Bank Plc.**

#### **ACHIEVEMENTS**

- Significantly improved the acquisition of the distributors/suppliers of major Anchor Corporates using the -Top Down and -Bottom Up approaches and in liaison with the relevant SBUs (e.g. 7Up, Dangote Group, Guinness (Diageo), Nigeria Breweries, Flourmills, NBC etc.) - from **738** in 2017 to **1202** in 2018
- Grew Corporate collections balance sheet from **N193billion** in 2017 to **N210Bn** in 2018
- Expanded the bank's Value/Supply Chain focus to include more Corporates and Large Regional Businesses (e.g. Chi Ltd, Orange Drugs, NIPCO, Crown Flour, Cway, Coscharis etc.)
- Created a stronger Value/Supply Chain synergy between the 3 business segments (Retail, Business and Corporate Banking) and Operations team
- Implementation of Value Chain monitoring tool for mapping and tracking of dealer conversions
- Reduction of NIP transfers by dealers to other banks from **N790m** to **N300m** in 2018

#### **Key Responsibilities: VALUE CHAIN MARKETING**

- Business Development - Supply Chain/Value Chain Marketing across the country
- Implementation of sales plans to ensure Sales and Revenue targets are met
- Strategic engagement of Corporates, Suppliers and Distributors for business opportunities and deployment of electronic payment/collection solutions
- Value proposition, presentation and customer engagements
- Drive sale/adoption of all Transaction Banking & Financial Inclusion channels bank-wide
- Drive sale of Supply Chain Finance products (Distributor Financing, LPO Financing, Invoice Discounting, Factoring etc.).
- Market Research and Reporting on the bank's competitiveness & comparative advantage
- Analysis of Customer business trend and market intelligence for customer engagements
- Staff and Customer Training on the usage of Payment/Collection platforms

#### **Key Responsibilities: PAYMENT SERVICES**

- Supervision of all electronic Payment Services (Corporate) activities across the network
- Ensure marketability and profitability of all Payments Products.
- Recommend strategies for the growth of the Payment Products portfolio, outline goals, potential risks, challenges and opportunities.
- Provide branches with relevant knowledge on all Payment Products, insight on market trends and analysis to communicate performance and ensure strategic allocation of resources
- Presentations and demonstrations on e-Payments solutions to customers.
- Regularly monitor and manage all payment solutions used by customers across all channels to improve customer experience

**Jun 2011 to Sep 2017 PRODUCT MANAGER/TEAM LEAD – COLLECTIONS SERVICES, Diamond Bank Plc**

**ACHIEVEMENTS**

- Implemented Diamond Schools Collections on Interswitch PAYDirect at an all-in-one discounted cost of **N3m** instead of **N35m**.
- Deployed Dangote ISOP Versions 1 & 3 for Nigeria and WAMU Region
- Developed an in-house collection platform for Business integrations - saving 3<sup>rd</sup> party costs
- Deployed Remita e-Collection platform for FGN (TSA) and Corporate collections
- Managed implementation, sales and collections for key billers — Lekki Concession Company (LCC), National Housing Fund (NHF), FGN-Treasury Single Account (TSA) etc.
- Managed Collections, Teller Implant & Cash Movement Services for Top Corporates (e.g. Dana Airlines, Leoplast, Grimaldi, Nigeria Breweries, Obat Oil etc.)

**Key Responsibilities:**

- Supervision and Coordination of all Business/Public Sector Collection activities bank-wide
- Management of all electronic Collection platforms (e.g. Bank Collect, PAYDirect, Remita, eTranzact, e-Bills Pay, RevPay etc.) to ensure availability and profitability.
- Developing strategies that will boost collection services volume and income.
- Value proposition for all customer touch points (Mobile, Online, ATM, Web, POS, etc.)
- Development and Deployment of bespoke solutions to meet Customers' collection needs
- Vendor management & Price negotiations to ensure profitability of all collection solutions.
- Prepare and review Procedures, Service Level Agreements (SLAs) for all services.
- Support branches bank-wide in closing sales, customer engagements and issue resolutions on collection businesses.
- Data Analysis and Report Presentation to Management for informed decisions

**Sep 2006 to Jun 2011 CUSTOMER SERVICE EXECUTIVE, Diamond Bank Plc**

**ACHIEVEMENTS**

- Managed Directorate of Military Pensions payments in Diamond Bank as an Executive
- Achieved —Star Branch on Biller collections as a utility teller
- Deployed to Funds Transfer Desk within 7 months of employment because of an outstanding performance
- Headed the Branch Customer Service Desk as an Executive Trainee
- Participated in the piloting of Centralized Customer Services, Head Office

**Key Responsibilities:**

- Team Lead, Customer Services and Operations
- Team Lead, Funds Transfer and Trade Services
- Team Lead, Clearing Services
- Bulk Teller Services/ Cash Services Operations

**2006 to 2006                      MARKETING/INVESTMENT EXECUTIVE - Malachai Funds/Asset Management**

**2005 to 2005                      MARKETING EXECUTIVE - Dominion Seeds and Investments**

**2004 to 2004                      TEACHER - Authentic International College**

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**PROFESSIONAL DEVELOPMENT & MEMBERSHIP**

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|---|--|
| 1. Sales Leadership Training  | ➤ EDCOF Education Consultants, <b>Jul. 2019</b>                                |
| 2. International Import Export Institute (IIEI)                         | ➤ Certified International Trade Logistics Specialist (CITLS), <b>Apr. 2019</b> |
| 3. Metropolitan School of Business & Management, UK                     | ➤ One-Day MBA in Corporate Sustainability Strategy, <b>Feb. 2019</b>           |
| 4. Chartered Institute of Warehousing and Materials Management, Nigeria | ➤ Full Member (MCIWM), <b>Feb. 2019</b>  |
| 5. The Chartered Institute of Supply Chain Management, USA              | ➤ Associate Member (ACISM), <b>Jan. 2019</b>                                   |

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|---|---|
| 6. Institute of Professional Managers and Administrators of Nigeria | ➤ Fellow Member (FIPMA), <b>Dec. 2018</b>   |
| 7. Piston and Fusion (Project Management Institute)                 | ➤ Certificate of Completion - Business Analysis <b>Nov. 2018</b>                                  |
| 8. Piston and Fusion (Project Management Institute)                 | ➤ Certificate of Completion - Procurement, Logistics and Supply Chain Management <b>Nov. 2018</b> |

### **TRAININGS AND WORKSHOPS**

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|---|--|
| 1. Gaining Competitive Advantage Through Digital Transformation (Interswitch) | 5. Anti-Money Laundering/ Countering Finance on Terrorism                              |
| 2. Customer Service and Marketing Skills                                      | 6. Business Continuity Management  |
| 3. Operational Risk   | 7. Leadership Skills: In A Rapidly Changing Global Economy & Diverse Workplace (FIPMA) |
| 4. Banking Code of Conduct  | 8. Merchant & Aggregator Acquiring (VISA)  |

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### **EDUCATION QUALIFICATIONS**

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| 1. Ahmadu Bello University, Zaria                                | ➤ MBA – Finance and Investment Specialization <b>(Awaiting Result)</b>           |
| 2. College of Supply Chain Management, Nigeria                   | ➤ Professional Post Graduate Diploma <b>2019</b>                                 |
| 3. Michael Okpara University of Agriculture, Umudike, Abia State | ➤ B.Sc. – Second Class Honours Upper Division in Home Economics <b>2001/2002</b> |
| 4. Nextgen Computer Technologies, Onitsha                        | ➤ Diploma in Computer Studies <b>1996</b>  |
| 5. Holy Innocents Juniorate Convent, Nkpor.                      | ➤ Senior Secondary School Certificate <b>1995</b>                                |
| 6. Omaigwe Central School, Osumenyi                              | ➤ First School Leaving Certificate <b>1989</b>                                   |

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### **Interests**

Research & Reading, Travelling, Teaching, Puzzles & Games, Helping, Singing, Crafts & Arts etc.