

OJOMU Opeyemi

Address 11, Abiodun Street, Shomolu, Lagos.

Phone 09084553582, 08070708987

Email opeyemi.ojomu@gmail.com

Professional Summary

Result Oriented, Team Player, Proactive, Versatile and highly motivated business strategist with a track record of client satisfaction and retention.

Top Achievements

- I was able to boost financial inclusion through digitization by introducing a DIY (Do-It-Yourself) method of e-trade to clients; this encouraged even the least educated to come on board. It involved placing desktops at the service lounge with step by step guide on how to open an account and subsequently trade shares online. There are some clients whose first contact with the internet was at Capital Bancorp Plc. (Member of the Nigerian Stock Exchange) and have now become experts in online trading.
- Between 2016 and 2019, I championed the KYC Update Campaign in Capital Bancorp Plc. where I achieved a success rate of 60% in bringing existing clients to update their accounts according to regulatory rules. I commendably reduced the rate at which non-compliant accounts were created by working closely with account officers to ensure all new accounts adhere strictly to the KYC rules.
- During my 5 years at Capital Bancorp Plc, I was able to restore the confidence of investors into the market through rendering exceptional customer service which led to a 35% increase in Stockbroking income and an overall increase of 51% in the company's income.

Work Experience

CAPITAL BANCORP PLC - Operations/Customer Service Team Lead

September 2014-May 2019

Operations

- Ensuring clients' mandates are duly executed by the necessary internal stakeholders.
- Review and approval of in-house and CSCS account opening process.
- Accurately entering all clients' orders into the jobbing book for the broker to execute.
- Daily upload/reconciliation of trades reflecting on the in-house software with the NSE ticket summary.
- Sending relevant market news to clients and ensuring they receive accurate weekly reports of their portfolio position to enable them make informed decisions when necessary.
- Proactive monitoring of clients' portfolios to advise them in divesting or investing in specific stocks in order to minimize their loss or maximize their gain as the case may be.
- Ensuring contract notes are sent to clients as soon as their mandates have been executed.
- Record-keeping of all updates from CSCS and the Registrars.

- Ensuring verified certificates and bonuses are updated in-house as soon as clients' CSCS accounts are credited.
- Weekly reconciliation of clients' in-house portfolio statements to ensure they mirror CSCS.
- Ensuring accurate remittance of all Rights Issues, Public Offers, FGN Savings Bond and other subscription offers.
- Computing data from the financial database using Microsoft Excel, to render daily/monthly/quarterly returns to management and regulators as required.

Relationship Management

- Profiling of prospective clients to understand their risk appetites and other features in order to recommend suitable investments for them.
- Delivering top-notch support to clients in a professional, helpful, and highly informative manner at all stages of sales.
- Educating potential clients on the company's products and services.
- Serving as an intermediary between clients and the registrars; Ensuring clients receive their outstanding dividend warrants and outstanding shares are duly verified into their CSCS accounts.
- Effective conversion of service recovery to sales opportunities and persistent client loyalty.

Risk Management & Control

- Ensuring clients' requirements are met with strict adherence to all regulations and controls as set by the company and regulatory authorities (NSE and SEC).
- Ensuring zero operational loss and effective complaint management.
- Responsible for achieving and maintaining satisfactory audit rating within the department.
- Ensuring enhanced due diligence is conducted on all new clients and accounts of existing clients are updated accordingly.

GLOWORLD - Customer Service Representative

March 2011-August 2014

- Management of existing customers while ensuring return business.
- Prompt resolution of customers' queries like configuration of gadgets, troubleshooting and ensuring network issues are fixed, replacement of lost sim cards, resolving over-scratched card issues and registration of old and existing customers amongst others.
- Issuing tickets for every customer's complaints, ensuring they are resolved and the ticket is closed afterwards.
- Educating potential customers on the company's products and services
- Strategic selling of the company's products to customers.
- Preparation of daily, weekly and monthly inventory reports.
- Conveying customers' issues to management for actions
- Documentation of customers'/visitors' details using the company's CRM
- Daily stock-taking of the company's products before and after the day's work.

INEC 2011 Voters' Registration -

Assistant Registration Officer (A.R.O. 1)
January to February 2011

- Coordination and registration of intending voters at commendable speed.
- Effective management of crowd.

Goshen College, Owutu, Ikorodu, Lagos - Physics/ Further Mathematics Teacher (NYSC Primary Assignment) February 2010-March 2011

- Preparing final year students for their external examinations.

Office of The Surveyor General of the Federation(OSGOF) - (Student Industrial Attachment) May-November 2008

- Site inspection/Measurements; Charting and transferring of east and north coordinates of land.
- Plotting of coordinates using AutoCAD.

Education and Training

University of Lagos, Akoka. (In View)
Masters in Business Administration

University of Lagos, Akoka. (2005-2009)
B.Sc. (Hons) Pure Physics. Second class

Federal Govt. Girls' College, New-Bussa, Niger State. (1998-2001)
Senior School Leaving Certificate

Certification

- Managing the Company of the Future (**University of London/London Business School**)
- Certificate of Attendance, Investment Strategy in a Volatile Market (**AFRINVEST**)
- Customer Service Certificate of Achievement (**DEXNOVA Consulting Limited**)
- Sales Academy Certificate (**Filigri Consulting Ltd**)
- Chartered Institute of Stockbroking Certification (In View)

Computer Skills

Platform: Microsoft Windows 95/98/2000/XP

Tools: Retail Management System, Inventory Management System, Microsoft Excel, Word and PowerPoint.

Personal Data

State of Origin — Kwara

Sex — Female

Marital Status — Single

References

Referees available on request.