

# SODIQ AKANBI

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## PROFILE SUMMARY

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Competent Customer Service personnel with over 4years of outstanding performances and customer satisfaction. Technically proficient with a strong command of oral and written English; demonstrates the ability to communicate clearly and confidently in a professional working environment while prioritizing and managing a broad range of responsibilities effectively. Possess strong knowledge of understanding organization processes and effective multi-tasking skills while delivering quality services to an organization.

## SKILLS AND COMPETENCIES

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- Excellent Customer Service
- Client Engagement
- Oral and Written Communication
- Active Listener
- Analytical Skills
- Problem Solving
- Energetic team player
- Microsoft Office
- Report Writing
- Data protection
- Project Management
- Banking Applications

## KEY ACHIEVEMENTS

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- Successfully onboarded students to installmental payment plans which led to 150% achievement of my monthly target.
- Resolved an average of 50-70 inquiries per day out of a target of 70 during my time with UNICAF.
- Built and maintained a positive and professional relationship with students during my time with UNICAF
- Onboarded 80% of customers of the branch to the bank's new online banking platform in Fidelity bank.
- Delivered on my KPI as a Transaction Officer which led to a promotion as a Funds Transfer Officer
- Consistently met performance milestones in speed, accuracy, and volume which led to continuous commendations from supervisors.
- Resolved customers' complaints by actively listening, identifying problems and taking appropriate corrective action, which increases customer retention ratio.

## PROFESSIONAL WORK EXPERIENCE

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### Fund Transfer | Fidelity Bank Plc | Ojota, Lagos

| August 2019 – Present |

- Processing of Local and International Financial transactions and International trade payments for customers.
- Processing of PTA, BTA, Form M and Form Q for customers.
- Ensuring operational compliance in daily processes and maintenance of adequate data for audit purposes.
- Provision of advisory roles to customers and relationship officers regarding operational policies in relation to investment products and opportunities offered by the bank.
- Receiving and processing of inward and outward clearing cheques.
- Processing of fund transfer requests between accounts.
- Processing of Custom duty and Fixed deposit requests and liquidation.
- Preparation of Monthly proof of fixed assets and other prepayments.
- Loading of Automated Teller Machines.
- Streamlined operations, prioritized tasks and maintaining an orderly filing system
- Contributes to team efforts by accomplishing related results as required by the management.
- Ensuring compliance with protection of customer data.

### Transaction Officer | Fidelity Bank Plc | Ojota, Lagos

| December 2016 – August 2019 |

- Provision of exceptional customer service including efficient and accurate transaction processing.
- Assist customers with knowledge of bank's product for account opening which suits their preference.
- Processing of customer's cash and cheque lodgments.
- Maintaining adequate customer relationship.
- Processing of MoneyGram, Western Union, RIA, Worldremit and Transfast.
- ATM custodian and excellent knowledge of Hyosung, Diebold, and NCR ATM machine.
- Contribute to team effort by accomplishing related result as needed.

**Student Advisor | UNICAF | OPIC, Lagos****| March 2016 – December 2016 |**

- Provision of educational guidance and assistance for students applying online
- Handled phone calls and emails by providing a response to student's enquiries within the turn around time.
- Performed administrative duties such as documenting student academic data.
- Recommending courses and determining appropriate package for different types of applicants
- Follow up and ensure students meet their application processes in other to get an appropriate scholarship package from financial aid representatives.
- Cross sell the installment payments and the scholarship available for qualified applicants.
- Schedule all student appointments accordingly and document all interactions.

**ADDITIONAL EXPERIENCE****National Youth Service Corps | Jos north local government | Plateau State****| June 2014 - May 2015 |**

- Became the corps liaison officer.
- Spearheaded different projects within the community
- Served as an intermediary between the corps members and NYSC officials.
- Created a strong relationship between the corps members and the community
- Proper documentation of corps members data and files

**Assistant Account Officer- Industrial Trainee | Anchor Insurance Company | Lekki, Lagos****| January 2010 – December 2010 |**

- Maintaining and adequately disbursing petty cashbook.
- Office maintenance and administration.
- Generating invoices for Insurance premiums.
- Lodgement of cash and cheque to banks.
- Assisting in filing all Finance and Account documents.

**EDUCATION**

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| • <b>BSc in Accounting, (Second Class Lower) Tansian University, Anambra State.</b> | <b>2019</b> |
| • <b>HND in Accounting, (Lower Credit) Moshood Abiola Polytechnic, Ogun State.</b>  | <b>2014</b> |
| • <b>OND in Accounting, Moshood Abiola Polytechnic, Ogun State.</b>                 | <b>2010</b> |
| • <b>S.S.C.E Bolson College, Ogun State.</b>                                        | <b>2007</b> |

**PROFESSIONAL QUALIFICATION**

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| • <b>Institute of Chartered Accountant of Nigeria (ICAN)<br/>Student Member, Skills Level</b> | <b>In View</b> |
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**TRAINING AND CERTIFICATIONS**

- **Marketing Fundamentals** - Quantic School of Business and Technology
- **Customer Discovery**- Quantic School of Business and Technology
- **Fundamentals of Search Marketing** - Quantic School of Business and Technology
- **Anti-money laundering/counter financing terrorism module** – Fidelity Bank
- **Anti-money laundering and fraud awareness** – Fidelity Bank
- **Other various Banking operation and compliance trainings** – Fidelity Bank
- **Certificate of Completion (2015)** - National Youth Service Corps (NYSC)