

AZEEZ OLAYINKA BANKOLE

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Objective: To join in building the organizational growth while I experience success and advancement opportunities in a challenging and stimulating environment.

CORE SKILLS

- Customer focused.
- Analytical and problem-solving skills.
- Effective team player.
- Interpersonal and leadership skills.
- Fast learner.
- Decisive.
- Ability to multi-task.
- Self-motivated and target-oriented.
- Effective communication skills.
- Ability to work under Pressure.
- Result oriented.
- Proficiency in Microsoft Office: Word, Excel, Power point.

WORK EXPERIENCE

RenMoney Microfinance Bank Limited

December 2019 – Date

Contact Center Channel

Pod Lead

- Manage Pod activities to ensure smooth running of the team
- Engage Pod members to strategize on ways to meet and surpass set target; and also get feed back on challenges encountered with a view of providing feasible solutions
- Attend pod leaders meeting with the manager
- Carry out performance appraisal of pod members
- Coach members on skills required to increase their performance

January 2018 – Nov. 2019

Contact Center/Internet Channel

Sales Analyst

- Receive enquiries and complaints from existing and prospective customers via the customer service line
- Resolve customer's complaints within the shortest possible time to ensure customer satisfaction and retention
- Follow up on online and offline applications to ensure that customers get disbursement within the shortest possible time
- Do the first line risk analysis of customer's document to ensure that loan requirement are met by customers before approval and disbursement.
- Prospect for leads, follow up on prospects, gain commitment and ensure continuous business relationship.
- Keep proper record of daily activities and reports
- Train new intakes

April 2017 – January 2018

Direct Sales Channel

Sales Executive III

- Creating awareness about the organization's product.
- Ensure that loan requirements are met by customers before approvals and disbursement.
- Ensure the processed facility follows due process of the organization and in line with CBN policy
- Serve as mentor to new intakes.
- Ensure that loan requirements are met by customers before approval and disbursement.
- Assist the team lead to ensure smooth running of the team's activities.

- July 2016 – March 2017 **Sales Executive II**
- Creating awareness about the organization’s product.
 - Prospect for leads, follow up on prospects, gain commitment and ensure continuous business relationship.
 - Ensure that loan requirements are met by customers before approval and disbursement.
- August 2015 – July 2016 **Rosabon Financial Services**
 Asset Creation Department
 Credit Officer
- Creating awareness about the organization’s product.
 - Prospect for leads, follow up on prospects, gain commitment and ensure continuous business relationship.
 - Ensure the processed facility follows due process of the organization and in line with CBN policy
 - Ensure loan and lease requirements are met by customers before approval and disbursement.
- 2014 – 2015 **Government Secondary School, Army Barracks, Keffi, Nasarawa State (NYSC)**
 Economics Department
 Teacher/Corps Members Liaison Officer
- Ensure economics lessons are carried out in accordance with the school time table.
 - Ensure standard safety rules are observed in the school environment.
 - Lead corps members serving in the school and keeping records of corps members related issues.
 - Liaising with the school administrative body on behalf of the corps members in the school.

EDUCATION

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- 2009 -2013 **University of Benin, Benin-City, Edo State, Nigeria**
 B.Sc. Economics and Statistic
 Second Class Division
 Honors Project: Impact of External Debt on Economic Growth: *An Empirical Analysis*.
- 2001-2007 **First Foundation College, Ajegunle- Apapa, Lagos, Nigeria**
 West African Senior School Certificate Examination (WASSCE)
- TRAINING
- 2019 **Filigri Consulting Limited, Nigeria**
 Sales Technique
- 2015 **Voluntary Service Overseas (VSO), Nigeria**
 Project Management and other related training
- 2014 **Sagif Training Consult, Abuja, Nigeria**
 Health, Safety and Environment (HSE)

ONLINE CERTIFICATION

- 2014 **British Safety Council**
 Introduction to Workplace Health and Safety

OTHER INFORMATION

Project Coordinator: 2014/2015 Batch B NYSC /Army Barracks Senior School Corp Members Project, Keffi.
 Voluntary Service: Voluntary Service Overseas (VSO/NYSC Youth Corp Volunteer Programme)

REFERENCES

Available on request.