

Akinwa, Mary Taiwo

Professional in Human Resources (PHRI)

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WORK EXPERIENCE

Polaris Bank Limited — *Priority Banking Officer*

NOVEMBER 2019 TILL DATE

1. Developing and maintaining customer relationships.
2. Managing of accounts as well as first-level confirmation and authorization of customer's requests.
3. Creating loans and facilities.

Polaris Bank Limited — *Employee Relations Officer*

OCTOBER - NOVEMBER 2019

1. Onboarding of staff members on HMO plan
2. Compilation, escalation and resolution of staff HMO complaints
3. Planning of employee welfare programs (health week, end of year party)
4. Monitoring of staff leave utilisation
5. Intermediation between staff members and management on issues revolving around staff welfare

Polaris Bank Limited — *Contact Center Supervisor*

OCTOBER 2018 - OCTOBER 2019

1. Working with a team of fourteen Contact Centre Agents attending to customer enquiries, complaints, and requests.
2. Interacting with customers via telephone, social media, and email channels.
3. Conducting second level vetting and authorization of customers' requests.
4. Monitoring and evaluating agents' engagements with customers.
5. Collaborating with other stakeholders and departments to achieve prompt resolution of customers' issues.
6. Preparing daily, weekly and monthly reports

Jigawa Television Station, Dutse, Jigawa

MAY 2017 - APRIL 2018

Developed contents, conducted interviews, and made presentations for two community based televised programs:

1. English Arena—targeted at grass root learning of English Language
2. Health & You – aimed at addressing the information gap in health Gained valuable experience in creating vox pop, engaging people of different social classes for content interviews, creative writing, and making presentations.

SKILLS

Customer service excellence.
Employee communications.
Human Resource
Development.
Media Content Creation.
Excellent oral and written
communication.
Strong workplace
communication etiquette.
Strong interpersonal
relationship
Assertiveness

AWARDS & ACHIEVEMENTS

**2nd Overall Best Student in
Polaris Bank Graduate
Training Program**
Won prizes for best results in
Information Security System,
Legal Banking, Market Risk,
Revenue Collections,
Marketing, and Customer
Experience Management.

**Special Commendation
Award from NYSC, Jigawa
State**

Received commendation
award for role served in the
editorial board that produced
socio-educational magazine,
Jigawa Clarion.

ACADEMIC QUALIFICATIONS

Professional in Human Resources

Human Resource Certification Institute

JUNE 2020

Bachelors of Arts, English Language

Obafemi Awolowo University, Ile-Ife

2012 - 2016

Senior Secondary School Certificate

Federal Government Girls College, Akure

2005 - 2011

Achievements:

1. Overall Best Student in English Language in Junior and Senior Secondary School.
2. 3rd.Place Winner for Scrabble in Federal College Games Competition (2010).

REFERENCES

Available upon request