

KASSIM OLABAMIJI MUYIDEEN

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Nationality: Nigerian

Dynamic entrepreneur who utilizes creativity, leadership and teamwork to design and execute solutions that create customer value. Effective communicator with ability to create marketing materials that convey value for both clients and end users.

B.Sc, Business Administration Management - 2010
Olabisi Onabanjo University, Ago-Iwoye

Secondary School Leaving Certificate - 2000
Command Day Secondary School

Pramary School Certificate - 1994
Richmarb International School

Additional Areas of Expertise

Client Relations ~ Process Improvement ~ Risk management,
Financial analysis & Management .

Summary of Experiences

A competent and well trained individual with more than 5 years of valuable experience cutting through customer relations, Credit and Risk analysis, and marketing with the knowledge of developing, implementing policies and procedures to ensure perfect and recognized image of the organization represented per time and ensuring accurate recovery of feed backs from the targeted population (customers) and designing of strategies for thorough penetration into the hearts of population in focus.

Core Competences

- Meritorious interpersonal relationship skills to attract new customers and keep the existing ones
- Excellent clients' liaison prowess
- Presentation and report writing skills
- Exceptional analytical abilities
- Time management and leadership skills as well as good attention to details

Personal Accomplishments

- Awarded the most productive staff consecutively in the months of March, April and May, 2016
- Successfully handle all marketing strategies between January and December, 2016.
- Coordination of a team of 10 staff to achieve both individual and general target

- Extensive experience handling a variety of different clientele through various levels of communication.

Employment History

Creditville Micro Finance Bank Ltd

1B Olosa street off karimu kotun Street VI Lagos

Senior Credit Analyst

August 3rd 2020 - Till Date.

- Supervise sales executives (5 staff members)
- Analyze and report sales performance daily to my direct report.
- Sales and business development.
- Relationship management: manage existing customer database and prospective customers in the assigned market segment to generate new business for the organization.
- Sales promotion:
 - Demonstrate products and services to existing/potential customers and assist in selecting those best suited to their needs.
 - Organize and participate in trade shows and conventions.

RenMoney Micro Finance Bank Ltd.

23. Awolowo way. Ikoyi. Lagos

Team Lead

February 1st 2017 till March 25 2020

- Team coordination and direction
- Development of robust and healthy portfolio to help the bank achieve its target
- Spotting out of new clients and maintenance of existing ones to ensure worthwhile clientele
- Regular interface with both existing and prospective clients to drastically grow the bank's client base
- Follow ups on bank's clients/customers for lasting relationship
- Risks assessment and mitigation exercise
- Maintaining professionalism and competence in every customer interaction.

Senior Sales Analyst

April 1ST 2016 – January 31st 2017

- Development of robust and healthy portfolio to help the bank achieve its target
- *Spotting out of new clients and maintenance of existing ones to ensure worthwhile clientele*
- *Personal sales presentation and sales follow-up.*

Sales Executive

October 12 2015 – March 31st 2016

Customer Service Consultant

Oct 10th 2012– Sept 30th2015

Ison Bpo

3rd floor former Kingsway building, Dugbe Ibadan

- Attended to customers' Complaints, Enquires and Requests
- Meeting or exceeding monthly performance goals including quality, adherence AHT.
- Introduction of new product and services to customers.
- delivering world class customer service by cross selling with vibrancy and personal confidence.

- maintain a detailed knowledge of business processes and procedures.
- providing accurate product information and servicing as a knowledgeable resources for customer

Administrative Officer

Jan 3rd 2011-Dec 29th 2011

Lekki Essential Service Nig Ltd

13 Ogudu Road Ojota Lagos

- *Managing of local daily purchases / transactions*
- *Disbursement of daily funds to site workers.*

Training Attended

- Customer handling skills, customer centre overview, leads training ,Data services and I care (customer service philosophy) Airtel Nigeria 2013.
- Lead Training Program (Team Up, Customer @ Heart And Energy At Work
- Sales leadership Training (July 2018)
- Advanced sales leadership training certificate. (filigri consulting) April 2019
- Customer service Certification (Udemy) Sept 2019
- Sales Certification (Udemy) Sept 2019

References

Available on request