

# OYERINDE, PETER OYEWALE

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Lekki, Lagos, Nigeria

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## PROFILE SUMMARY

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Competent and Detail-oriented Business Operations Manager with 10 years of relevant experience in formulating business strategies that improve performance while ensuring full compliance with policies and procedures. Skilled in settlement and e-payment management and reconciliations, data analytics, project management, operational risk management, customer experience management and process optimization which result in cost-saving and operational excellence. Efficiently mentors team members while deploying creative ways to increase the quality of customer service and implement best practices across all levels. Open to managerial and specialist positions

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## EXPERIENCE

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### Capricorn Digital

#### **Head Of Reconciliation and Settlement**

**September 2020 – Present**

- Management and reconciliation of all card-related transactions as well as settlement and reconciliation of virtual inventory
- Provide 360 degrees reconciliation and settlement support across all income streams including MSC and other income.
- Develop business models that assist in the reconciliation process to speed up reconciliation and provide accuracy.
- Documentation of processes, procedures, resolution guides etc. for the reconciliation and settlement department.

### Access Bank Plc

#### **Team Lead, E-Business Settlements and Reconciliations**

**May 2018 – September 2020**

- Performing reconciliation for banks and providing reports to the Manager, Reconciliation and Settlement.
- Supporting the bank's E-business team in resolving settlement and reconciliation issues.
- Attending to all queries from clients on payments and ensuring they are resolved promptly.
- Logging all incidents, monitoring the incident cycles and documenting solutions after resolutions.
- Monitoring the bills payment platform through transaction porter, bank proxies and the Bill payment platform.
- Liaising with the Bank's Reconciliation Team to ensure reconciled funds are transferred.
- Engaging the switching companies on delayed resolutions of settlement and customer complaints.
- Performing daily and weekly analysis of bill payment data: trends, failure rates and extracting Business Intelligence from payment data.

#### **Achievements**

- Redesigned MasterCard transaction routing to solve the issue of hold funds on customers account
- Managed the project for automation of settlement processes using Robotics automation

#### **Team Lead, Real-Time Gross Settlement Desk (RTGS)**

**April 2018 – May 2018**

- Authorized transfers on the RTGS platform.
- Liaised with the Central Bank of Nigeria on issues regarding the SWIFT application.
- Processed cash withdrawals and cash swap from CBN and other commercial Banks.
- Processed inter-bank transfers on RTGS.
- Reconciled total transactions processed with the Bank Statement from CBN.

#### **Team Lead, E-payment Reconciliation and Analytics** **2018**

**October 2013 – April**

- Managed the team to ensure that all reconciliation of transfers and general ledgers were done.
- Researched and updated all required standard operating procedures for the unit.
- Created the designs for the new Instant Payment transfer platform.
- Prepared the Business requirement document for implementation of the NAPS (NIBSS Automated Payment system).
- Supported the Information Technology team, Branch Operations and Customer Service departments to achieve automatic reversals of failed transfers on various transfer platforms.

- Prepared various management reports to determine platform usage, trend analysis and income generated by the various platform.
- Assisted the Information Technology team to improve and made various applications more efficient and user-friendly.

#### **Achievements**

- Redesigned the in Branch NIP architecture for faster processing of transactions
- Managed the requirement gathering, documentation and testing of backm office processes for the deployment of the CR2 internet banking solution.

#### **Guaranty Trust Bank**

##### **Team Member, Clearing and E-Payment**

**July 2010 – October 2013**

- Processed Inward NEFT transfers and returned unapplied NEFT transfers to the presenting bank.
- Reconciled all clearing accounts on a daily basis and perform call back functions on all inward clearing cheques.
- Liaised with NIBSS Officers and other commercial banks on resolution of customer complaints.
- Handled queries to operational compliance, updated compliance monitoring plans and new matrices.
- Assessed regulatory risks and ensured all controls exist to mitigate them.
- Ensured all identified risk issues as it affect the unit is proper logged and followed up for resolution.
- Supported the bank in combating money laundering through adherence to key principles.

##### **Branch Operations Supervisor 2010**

**February 2009 – July**

- Directed and managed all operational aspects including distribution operations, customer service, human resources, administration and sales.
- Assessed local market conditions and identified current and prospective sales opportunities.
- Located areas of improvement and proposed corrective actions that meet challenges and leverage growth opportunities.
- Adhered to high ethical standards, and complied with all applicable regulations and laws.
- Represented the bank at the Clearing House to process Clearing instruments which include cheques, dividend warrants, direct debits and Managers cheques.
- Acted as an ATM custodian, ensured the ATMs were up to date and cash available loading.
- Assisted the compliance function in communicating effectively internal policies/guidelines and regulatory requirements.

### **SKILLS AND EXPERTISE**

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|------------------------------------|--|
| • Correspondent Banking Management | • Risk Management and Mitigation       |
| • Commercial Banking Operations    | • Relationship Building and Management |
| • Customer Experience Management   | • Staff Training and Development       |
| • Card Payment Settlement          | • Process Improvement and Evaluation   |
| • Contract Negotiation             | • Electronic Payment Reconciliation    |
| • Project Management               | • Communication and Relational Skills  |

### **EDUCATION**

- **B.Sc in Chemistry** – *University of Agriculture, Abeokuta* **2006**

### **TRAINING AND CERTIFICATIONS**

- Oracle Certified Administrator (OCA) Certification
- MICH Consulting –Project Management Training
- Productivity Engineering Europe Coporation (PEEC) – Process Improvement

### **PROFESSIONAL AFFILIATION**

- **Graduate Member** – *Nigerian Institute of Management (NIM)*

- **Member** – *National institute of Marketing of Nigeria (NIMN)*