

ODUNJO OLUMIDE FOLORUNSHO

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PERSONAL STATEMENT

Finance professional poised to leverage education and cognate experience in Operations, Customer service, and Issue resolution. I would love to work in a role that'll allow me grow further with my set of skills whilst also impacting the organization positively.

QUALIFICATIONS

Lagos State University, Ojo Master's in Business Administration (MBA in Financial Management)	2016 - 2018
Lagos State University, Ojo B.Sc (Hons.) Economics	2004 - 2010
NIIT Education & Training Centre. Certificate in e-Technology	2003 - 2004

PROFESSIONAL EXPERIENCE

Surbpolitan Mfb Ltd Head, Operations 82, Bode Thomas Street Surulere, Lagos (Operations and Customer Service Department)	Jun 2020 – Till-date
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Key Achievements

- Formulate a new Operational manual for the department for an effective process flow.
- Formulate financial simulation models and monitor its impact on the department and organizational goals.
- Introduce the Organization to a new software that supports automation through api's and automate our collection/repayment channels and mobile app. (Gemini Banking Solutions).
- Develop reconciliation strategic and financial policies, systems, and procedures of the Operations department.

Activities

- Monitor and supervise daily Operations to ensure free flow process as well as the execution of daily tasks which comprises (Fixed deposits, Account Reconciliations, Disbursement of fund, Movement of funds from account to account internally and externally, Settlement of Account Etc.)
- Develop and enforce sound Operational policies and structures for the growth of the bank.
- Create a strong workforce by developing competent individuals in the banking Operations team.
- Oversee the processing of transactions and other banking activities to ensure due process, accuracy and accountability is followed.

- Create and implement long term business plans to ensure continuity of business Operations in the long run.
- Ensure client data is protected from the public and secured against fraud by enforcing access rights and verification levels.
- Collaborate with other Departmental Heads to develop best practices for successful banking Operations and proffer relevant suggestions to Management on how to improve banking Operations.
- Provide mentorship to members of the unit by observing their daily activities and assisting them in solving complicated issues arising from errors in Operations.
- Responsible for setting up the workflow process for banking Operations and taking necessary measures to provide the needed support for smooth Operations.
- Delegate tasks to members of the Operations unit.
- Identify bottlenecks, problems, issues and provide corrective action plans in conjunction with other departments and monitor implementation of the corrective action plans.
- Any other tasks as may be assigned.

Renmoney Mfb Ltd

Dec 2013 – March 2020

(Team Lead) – Operations Senior Associates

23, Awolowo Road Ikoyi Lagos

(Operations Department)

Key Achievements

- Key member of Operation department of Renmoney consisting of the accounting, cheque management, transactions processing, funds transfer and reconciliation functions
- Part of the team that automate most of the fixed deposits process from start to finish
- Develop reconciliation strategic and financial policies, systems, and procedures of the Operations department
- Formulate financial simulation models and monitor its impact on the department and organizational goals

Activities

- Disbursement of credits to customers account loan, fixed deposits Investment and Fund Transfers
- Daily Reconciliation of different Accounts.
- Booking of Investment deposit on Mambu application
- Booking of approved loan on Mambu application
- Loan Restructuring and Renewal
- Booking of Investment deposit on Mambu application
- Ensuring the organization's vision, mission, and core value of the company are maintained
- Monitoring of Customers repayment via NIBSS platform, DDM and Cheques presented to the bank
- Issue Resolutions of any query raised by the customer through the customer services department or any internal staff

Renaissance Credit Mfb Ltd

May 2013 – Dec 2013

89, Awolowo Road Ikoyi Lagos

(Online Sales / Customer Service Representative).

Key Achievements

- Provide on-the-job training for new employees.

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- Always achieve my monthly sales target.

Activities

- Handling of inbound calls/enquires on company's products via multimedia channel (Voice, Email and web).
- Outbound Telesales cross-selling of company's products help in application forms online and provide support in completing the sales process.
- Provide customers with product and services information.
- Data entry and maintenance of customer/potential customer databases using CRM Tool and in-house portal.
- Provides customer satisfaction to both internal and external customers and strives to continuously improve service delivery.

CNSSL Contact Centre Ltd (MTN Nigeria Contractor),

Sept 2012 – May 2013

Mayfair Garden Ibeju-Lekki Lagos.

Call Centre Representative (CCR).

Activities

- Handling of inbound calls/enquires on company's products via multimedia channel (Voice, Email and web).
- Provide customers with product and services information.
- Data entry and maintenance of customer/potential customer databases using CRM Tool.
- Provides customer satisfaction to both internal and external customers and strives to continuously improve service delivery
- Provide on-the-job training for new employees.

Cosmopolitan Microfinance Bank Limited,

June2008 – Dec2008

141, Olu – Obasanjo Road, Port Harcourt, Rivers State.

Customer Service Officer (CSO).

Activities

- Provide customers with product and services information.
- Data entry and maintenance of customer/potential customer databases using the bank system software application.

TRAININGS ATTENDED

- Impact Training Centre, The Micro Finance Academy New Trends in Microfinance Banking Operations & E-Payment and Excellent Customer Service
- Andavoy Business Concepts - Project Management Training.
- Infowave Technology Ltd - Fundamentals of Microsoft Excel.

STRENGTHS

- Good interpersonal skills, writing and verbal skills.
- Self-motivated and target oriented.
- A goal getter, a team player, a lover of challenges, flexible and easy to train and very adaptable
- I derive fulfilment at the resolution of issues and challenges.

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REFEREES

To be provided upon request.