

CONTACT

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OBJECTIVE

A professional with over eight years experience in two leading financial institutions, who is seeking to be part of a team in a dynamic and challenging work environment, which offers opportunities for career growth and development, and also rewards creative initiative and superior performance, while striving to attain professional competence and excellence.

EDUCATION

2018

- **Tansian University Umunya Anambra State**
BSc In Business Administration
Second Class Upper

2013

- **Nigerian Institute of Management**
Proficiency Certificate in Management
Distinction

2011

- **Federal Polytechnic, Oko Anambra State**
HND in Business Administration
Upper Credit

EXPERIENCE

August, 2021 -

- **Palmpay Ltd (Transnet Financial Services)**
Team Lead, Training and Quality Assurance
Training of newly onboarding as well as existing agents on the fintechs on customer interactions handling, products and services as well as the contemporary issues in the financial industry. Auditing of calls, chats and mail interactions with customers to ensure that it meets with required standards. Conducting performing coaching for customer service reps to upskill their knowledge in handling interactions via various channels so as to improve service delivery and ultimately lead to customer satisfaction and repeat patronage.

March, 2018 -
July, 2021

- **Stanbic IBTC Bank**
Team Lead, Customer Service
Leading a team of over ten consultants and giving them advise, coaching, training and guidance on banks product and services offerings as well contemporary issues in the banking industry.
Calls, chats and mails monitoring of team members to ensure that it meets with set out standards required.
Responding to mails from other banks with respect to fraud desk inquiries, and liaising with other internal units to resolve escalated issues.
Preparing daily reports of team's performance and scheduling consultants on shifts and essential duties during holidays and weekend shift. Lead the team that attended to customers requests during the lockdown period of the year 2020 thereby winning the CEOs service to the nation's award.

February,2015 -
March,2018

- **Stanbic IBTC Bank**
Customer Service Consultant
Attending to customers requests, inquiries and complaints across various platforms, ensuring their expectations are met and exceeded at all times, helping the team to achieve it's objectives thereby adding value to the organization. Helped the team to achieve the third best in customer service in the banking industry in survey conducted by KPMG in the year 2017.

2013 - 2015

- **Stanbic IBTC Pension Managers**
Contact Centre/ Client Communications Officer
Attending to Pension customers requests, inquiries and complaints across various channels and ensuring their expectations are met and exceeded at all times, helping the team to achieve it's objectives thereby adding value to the organization. Also engaged in query resolution, complaint management, service recovery and quality assurance. Helped the clients communication team to achieve the best operations team thereby winning the CEOs award for the year 2014.

SKILLS

- Customer Service/ Support and Relationship Management
- Excellent Interpersonal and Communication Skills
- Ability to work effectively with and lead a team
- Complaint Management, Service Recovery, Quality Assurance and Query Resolution

IT AND APPLICATION SKILLS

- Microsoft Office and Dynamics 365
- Finacle / Flexcube Core And CRM
- Salesforce CRM
- TransWare CMS and FIMI
- Postilion ACI

TRAININGS AND CERTIFICATIONS

- Anti-Money Laundering and Combating Financial Terrorism Certification (CIBN) May 2021.
- Customer Service Management in A Digital Environment (NIBSS Plc) May,2019.
- Professional Conduct and Ethics Certification (CIBN/CBN) September, 2020
- Advanced Principles of Customer Service (KloverHarris Consulting) April, 2018
- Business Writing and Communications Workshop (Learning Impact Ng) November, 2020.

PROFESSIONAL AFFILIATIONS

- Graduate Member,
Nigerian Institute of Management (NIM) 2013
- Student Member,
Chartered Institute of Personnel Management (CIPM)
- Student Member,
Chartered Institute of Bankers (CIBN)

REFERENCE

- To be provided on Demand. - ""