

PROFILE:

A graduate of Business Administration with over six years' experience in commercial & retail banking. Energetic brand & operations professional bringing robust background in engineering messages to boost company image and preparing supporting professionally written materials. Driven to craft targeted messaging to promote and inform general public of events, promotions and campaigns. Experienced in leveraging detailed analytics reports to monitor and document success. I intend to contribute towards the growth of the organization and further my personal capabilities by learning from new experiences within the organization.

SKILLS:

- ✓ Professional in reconciliation and data analysis
- ✓ Strong, clear and written analytical skills
- ✓ Ability to think critically, evaluate solutions and make independent decisions (where necessary)
- ✓ Working with professionals from other cultures and nationalities
- ✓ High sense of professionalism and Leadership with the ability to meet deadlines and to drive initiatives.
- ✓ Ability to use Microsoft office suite, especially excel in data management and power point for presentations.
- ✓ Ability to plan and execute events, promotional planning and budgeting

DOB:

December 5, 1990

STATE OF ORIGIN:

Delta State

SEX:

Female

PHONE:

+234 809 525 1888

ADDRESS:

EICHEMUNOR IFEOMA VALERIE

Brand & Operations Specialist

WORK EXPERIENCE

ACCESS BANK PLC, Corporate Communications Specialist

March 2018–Date

- Engaged in professional networking to maintain strong relationships with communications and media professionals to drive partnerships and effective dissemination of mass communications.
- Increased revenues and supported business goals by developing public relations strategies and campaigns.
- Led the Events management team in delivery of the Access Bank UNICEF Charity Shield Polo Tournament project requiring close cooperation among members to share information and develop solutions to meet broad array of deliverables.
- Reviews all proposals for sponsorships and partnerships also analyses such proposals to determine its cost benefit to the bank...
- Engages and liaises with vendors to ensure that the best prices are obtained for quality services rendered to the Bank.

Achievements:

- Organized the various Town hall Customer and staff Engagements around the various regions in the country to drive the smooth Integration process of the Merger between Diamond and Access Bank to ensure that customers had a smooth transition, which translated to customer retention.
- Grew revenue by \$30,000 by planning and executing Access Bank 2020 marathon event.
- Active member of the team spearheaded the CACOVID initiative (Coalition against Covid 19) which has provided medical equipment, PPEs and palliatives across all 36 states of Nigeria to combat the spread of the pandemic.

DIAMOND BANK PLC, Uploads and Reconciliation Representative

Sept 2016 – Feb 2018

- Back end operational support for branches and head office units in treating customer requests.
- Resolution and detailed analysis of customer issues, complaints, enquiries and feedback using the bank's operational and online applications.
- Rendering of operation-based support to branches.
- Review, reconciliation and processing of exceptions/ anomalies' correction entries in the General Ledger of branches bank-wide to ensure no income leakage occurs.
- Ensures the reconciliation of transit, suspense and general ledger accounts as well as the preparation of GL proofs bank-wide.

No. 8 Dolo Oyekan Street U3 Estate,
Folashade Awe street Maruwa Lekki,
Lagos

EMAIL:

vechemunor@yahoo.com

INTEREST:

Researching
Travelling
Reading
Media Surfing
Watching Movies

REFEREES:

Available on request

- Played an active role in stress testing of the new FCUBS as well as in the outlining and resolution of the identified operational issues. Handled the post FCUBS migration reconciliation of all operational GLs.
- Participated in several Policy reviews and amendments

Achievements:

- Played an active role in the implementation of the FGN's STAMP Duties acts and CBN's BVN policies, which generated over N100million in income for the Bank.
- Played an active part in the implementation of centralized tax remittance for Diamond Bank. The cost savings of which is estimated at N35million in regulatory sanctions.
- Spearheaded the centralization of Corporate Search process and my Bank Statement Application for all the Bank's customers, which resulted in cost savings of over 12 billion Naira.

DIAMOND BANK PLC, Teller Services Officer

April 2015 – Sept 2016

- Cross-selling of the bank's core products and alternate delivery channels
- Initiation and processing of foreign currency transaction for customers through the branch.
- On the spot financial advisory to assist customers with making decisions on their transactions.
- Educating customers on the best approach to certain complex transactions.
- Receipt and processing of cash and electronic transactions for account holders and third-party customers.
- Processing FIRS payments on the Remita platform e.g. VAT, company income tax, educational tax and other payments available on the platform such as NSITF, DPR fees etc.

Achievement:

- Participated in the drive and promotion of the use of the Banks mobile banking application, which generated over N150million in income on a monthly basis.

ZENITH INTERNATIONAL BANK, Customer Service Officer

Nov 2013 – March 2015

- Collected customer feedback and made process changes to exceed customer satisfaction goals 90%.
- Responded to customer inquiries via phone, email, and web-based platforms and resolved over 90% customer issues within agreed SLAs.
- Retained accounts by addressing potential cancellations and offering catered solutions to maintain account status.
- Leveraged sales expertise to promote Zenith Aspire Accounts for Undergraduates and capitalize on upsell opportunities.

Achievement ;

- Processed Risk Assessment Reports (RAR) and Form M's for Importation of goods, Form A and Form NXP, generating income of over N30million for the Bank.

INTERSECURED LIMITED, Customer Service Officer

March 2013–Sept 2013

- Updated executives on changing business needs by thoroughly documenting internal and client meetings.
- Managed external contacts for CEO and kept track of periodic communication needed for priority contacts.
- Accomplished special objectives and projects according to requests from board members.
- Created appropriate documentation for members of board and senior leadership before meetings.

EDUCATION

2007-09 - 2011-06

**Bachelor of Science: Business
Administration (2:1 - Second Class Upper)**

Covenant University - Ota, Ogun State

TRAININGS/PROFESSIONAL QUALIFICATIONS

Basic Selling and Marketing Skills (I-Skill Ltd.)

June 2013

Finance of International Trade Certification (International Finance Corporation (World Bank Group))

June 2013

Business writing and Communication Skills (EdgeEcution Consulting)

June 2013

Member CHARTERED INSTITUTE OF STRATEGIC MANAGERS AND LEADERS

November 2017