

RAYMOND OLATUNBOSUN DAODU

Gender : Male

Marital Status :
Single

Nationality :
Nigeria

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📍 : 18 AFOLABI AINA STREET BESIDE ALADE MARKET, IKEJA,
LAGOS.

SUMMARY

A Banker,, Talent resourcing personnel and Customer experience expert. An outstanding performer in problem solving, time management, effective communication and customer retention.. Proven success in leadership, operational excellence and organizational development with keen understanding of elements of banking and finance, customer relationship management and public administration. Recognized for inspiring management team members to excel and encouraging creative work environments.

EMPLOYMENT HISTORY

FUNDS TRANSFER OFFICER - FIDELITY BANK PLC

IKOYI, LAGOS

December 2020 - Till Date

- Ensuring that inward transfer advices are promptly responded to.
- Ensuring that outward transfers are given prompt attention.
- Approving Tickets/Source Documents.
- Ensuring that daily tickets are sent to the Internal Control Unit promptly.
- Responsible for Expense tickets/processing.
- Ensuring that adequate control is given to the handling of Draft and Cheque instruments.
- Taking initiative to refer matters, which may impact the department to supervisor promptly.

CONTACT CENTER SUPERVISOR - FIDELITY BANK PLC

VICTORIA ISLAND, LAGOS

September 2019 - December 2020

- Answering agent questions regarding best practices or difficult calls.
- Ensuring agents understand and comply with all

call center objectives, performance standards, and policies.

- Hiring, training, and preparing call center representatives to respond to customer questions and complaints and troubleshoot problems with services or products.
- Monitoring and evaluating agent performance, providing learning or coaching opportunities, and taking corrective action, if necessary.
- Identifying operational issues and suggesting possible improvements.

Human Capital Development Associate(Human Resources) - IN OUR HANDS INITIATIVE(NGO)

IKEJA, LAGOS

January 2018 - December 2018

- Assisted in recruiting and training new employees to fit into specific given roles.
- Supported daily operational needs of busy human resources business partners.
- Administered test, seminars and schedule courses on human capital development.
- Mentor employees through personal and professional issues.
- Ensure confidentiality of all office, personnel and employment records.

EXECUTIVE ASSISTANT - PEACE ADEMUYIWA FOUNDATION

JALINGO, TARABA

June 2017 - December 2017

- Handle all domestics and international travels and ticket reservations.
- Managed an active calendar of company's executives appointments, file expense reports and compose confidential correspondence.
- Perform a variety of accounting activities, such as check requests, purchase orders and invoices.
- Ensure and maintain all confidential reports and classified documents.

EDUCATION

BABCOCK UNIVERSITY, - Bachelor Of Science
(INTERNATIONAL LAW AND DIPLOMACY)

ILISHAN REMO, OGUN.

August 2013 - August 2017

CONCORDIA COLLEGE - Senior Secondary School Certificate (SSCE)
(Secondary Education)

YOLA, ADAMAWA.

September 2010 - July 2013

SKILLS

COMMUNICATION



TALENT MANAGEMENT



TIME MANAGEMENT



GROWTH AND DEVELOPMENT



HOBBIES

PLAYING VIDEO GAMES, SURFING THE INTERNET, READING AND WATCHING LOCAL AND
GLOBAL NEWS,

REFEREES

Available on Request