

Jelili Mohammed

1 Lawani Ogunleye Street, Greenland Estate, Isheri Idimu, Alimosho Lagos, Nigeria 100257

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Professional summary

A visionary, multidisciplinary, and innovative professional, skilled in Business Development, Experience in Sales, Business/Bank Operations, ATM Management, Customer Experience, Branch Operations, Sales process optimization, and investment management. A proactive team member, team lead, contribute to creating value and self-development with the ability to develop a reputable career in life with priorities placed in the achievement of excellence.

Work history

Business Development Manager

03/2022 - Current

Export and Sell LLC – Victoria Island, Nigeria

- Conduct market research and identify potential clients.
- Increase sales by over 70%
- Product Marketing and Development.
- Product listing on Amazon and Walmart
- Cultivate strong relationships with new clients
- Product Analysis and Comparison,
- Perform market intelligence and analysis
- Establish and Identify New Markets.
- Perform Customer Management.
- Idea Generation and Execute Strategic Sales Development.
- Customer Acquisition & Retention .
- Project planning and Implementation
- Sales Presentation.

Sales Team Lead

11/2021 - 02/2022

OKAY CONTRACTORS LIMITED – Ikeja/Lagos, Nigeria

- Generating potential leads.
- Perform Training of new sales staff.
- Assigning specific tasks to other sales staff.
- Monitoring the team's sales performance
- Perform Sales presentations
- Sales Strategy Development.
- Developing Sales plans to compete favorably in the industry.
- Promoted company values and vision, ensuring full team adherence and investment.
- Led performance reviews and tailored employee feedback to facilitate professional development.

ATM Cluster Operations Officer

11/2018 - 10/2021

Union Bank Of Nigeria Plc – Lagos, Nigeria

- Supervision of all Apapa 2, Offsite ATM's under my purview.
- Ensure prompt uptime of ATM's Resolution of all ATM's related issues within FLM.
- Advice and request deployment of ATM machines to business locations.
- Business analysis of ATM transactions and counts.
- Investigate and Resolve ATM dispense errors.
- Monitoring cash limit for possible cash load/ cash offload.

- Daily ATM reconciliation.
- Control ATM cash according to laid down instructions.
- Ensure safeguard of banks asset against possible loss.
- Plans and coordinates weekly training and development of ATM cluster staff.
- Managing and maintaining efficient ATM operational processes/service quality.
- Directed traffic to maintain safe and orderly traffic flow.

Bank Relationship Manager

09/2015 - 10/2018

Union Bank of Nigeria PLC – Apapa Lagos, Nigeria

- Building long-term relationships with key clients.
- Acquisition of new commercial banking clients and the expansion/retention of existing relationships.
- Commercial Lending, Business Development, Commercial Credit, and Portfolio Management.
- Prospecting new business and enhancing existing relationships.
- Management of an extensive portfolio of clients with annual revenues of N50 million - N1 billion.
- Organizing, facilitating, leading, and negotiating with team members to solve client issues.
- Manage existing portfolio and attain high customer satisfaction by meeting the customers financial needs and requirements.
- Exhibits leadership by example, pursuing high performance and professionalism.
- Analyze the credit strengths and weaknesses of prospective borrowers and make loan decision/recommendations.
- Contacted potential clients to pursue sales and gather funds.
- Gathered data and built financial models around key metrics.
- Met with clients to generate new business and negotiate contracts.

Funds Transfer Officer

12/2014 - 09/2015

Union Bank of Nigeria Plc

- Process request of managers cheque, account to account transfer request.
- Staff salaries upload request.
- Process of outward and inward clearing cheques to the clearinghouse.
- Instant transfer requests and Processed foreign cheque deposits for offshore clearing.
- Responsible for customer foreign currency deposits and international transfers.
- Ensure customer's instructions are properly reviewed before processing.
- Ensures all remittances for customers and regulatory agencies are handled within the agreed time frame.
- Ensure daily and weekly balancing of Branch suspense Account.
- Liaised with clients to assess objectives, making informed financial recommendations to achieve specified goals.
- Performed thorough risk assessments to minimise investment issues.

Customer Service Officer

07/2010 - 12/2014

Keystones Bank Limited

- Tackle all the complaints registered with the customer service desk.
- Provide practical solutions to the aggrieved customers or the complaints to higher authorities for resolving.
- Assist customers with issuing new cards, and replacing lost or stolen credit or debit cards.
- Provides essential and exceptional customer service and cross-selling of the Bank's products.
- Provides relationship Management, Accounts Opening, Deposits Mobilization, and meeting set bank targets.
- Promote various financial products sold by the bank and help the customers make the right choice.
- Cash and Teller at Bank PHB, Lagos Nigeria.
- Promptly greeted and assisted customers, tailoring service and sales style to suit personalized requirements.
- Educated customers on product and service offerings, engaging in special offers and promotions to increase sales.

BankPHB – Lagos, Nigeria

- Process cash deposits payments
- Cash Balancing and reconciliation
- Oversee all teller transactional services, including bank deposits, monetary withdrawals, financial transfers.
- Balance cash drawers, achieving zero shortages or overages.
- Responded and assisted customers with account inquiries and updates.
- Cross-Sell of Bank Products.
- Processing of Western Union, Moneygram, and other Money Transfer
- Placed orders for customer cheques and verified starting numbers.
- Built and strengthened customer relationships by leveraging excellent interpersonal and communication skills.
- Promote products or services to each customer to consistently achieve sales targets.
- Identified and mitigated potential fraud and transaction risks.
- Consistently met service quality targets by maintaining in-depth knowledge of bank products, services and best practices.
- Logged cashier's cheques and other transactions to maintain the accuracy of account records.
- Turned in excess cash to maintain drawer security.

Skills

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| • Advanced product knowledge | • Project management |
| • Customer experience | • Salesforce |
| • Excellent Communication | • Relationship management |
| • Sales development | • Brand building |
| • Sales expertise | • Brand positioning |
| • Customer service | • Revenue development |
| • Operations management | • Sales leadership |
| • Bank marketing and sales | • Proposal writing |
| • Product Analysis | • Networking ability |
| • Product Comparison | • Performance goals |

Education

Bachelor of Science: Business Administration	08/2011
Enugu State University of Science And Technology - Nigeria	
HND Higher National Diploma: Business Administration	10/2006
Auchi Polytechnic - Nigeria	
OND Ordinary National Diploma: Business Administration	11/2002
Auchi Polytechnic - Auchi Edo, Nigeria	

Affiliations

<https://www.linkedin.com/in/jelili-mohammed-4329704a>

Certifications

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- 2019 Scrum Master Certified (SMC) at International Scrum Institute.
 - 2019 Project Management Essentials Certified at Management and Strategy Institute.
 - 2019 Lean Six Sigma White Belt Certified at Management and Strategy Institute.
 - 2008 Strategic Management at Institute of Strategic Management Nigeria .

Reference

References available upon request