

OLUREMI ABAYOMI KEHINDE

OPERATIONS/ADMIN MANAGER

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As experienced operation staff with over 10 years of successful experience in organizational and managerial skill. Recognized consistently for performance excellence and contributions to success in banking industry. Strengths in banking and engineering sector backed by training in operations.



Skills

Management

Leadership

Customer Service Management

Excellent Team Spirit

Business Development

Strategic Planning

Compliance

Ms-Office



Work History

2021-06 -
Current

Operations and Admin Manger

CARTRACK ENGINEERING TECHNOLOGIES LIMITED (NIGERIA OFFICE), Ikeja Lagos, NIGERIA

- Formulating strategy.
- Improving performance.
- Procuring material.
- Resources and securing compliance.
- Implement best practices across all levels.
- Participated in team-building activities to enhance working relationships
- Collaborated with department and management to achieve desired results
- Carried out day-day-day duties accurately and efficiently
- Onboarded new temps by entering into Software and setting up in time clock

- Conducted research, gathered information from multiple sources and presented results
- Used critical thinking to break down problems, evaluate solutions and make decisions
- Supervised work of Scheduling Team, Fitment Team, Store Team, Control room and technicians to keep on task for timely completion.
- Used coordination and planning skills to achieve results according to schedule
- Created plans and communicated deadlines to ensure projects were completed on time
- Offered friendly and efficient service to all customers, handled challenging situations with ease
- Maintained energy and enthusiasm in fast-paced environment
- Drove operational improvements which resulted in savings and improved profit margins
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork
- Developed team communications and information for meetings
- Supervising staff, facilitating communication throughout company and developing procedures to make workplace more efficient.
- Demonstrated respect, friendliness and willingness to help wherever needed
- Saved some amounts by implementing cost-saving initiatives that addressed long-standing problems
- Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
- Increased sales by 10% and Managing our big client customers.
- Cost minimization.

2020-10 -
2021-05

Operation Supervisor/Loan Recovery Head

FIYINFOLU MICROFINANCE BANK, Surulere, Lagos

- Vault Management.
- Teller Management: Vault Out and Vault In for Tellers.
- Loan Customer Management.
- Office Administrative Service.
- Bank Reconciliation.
- Maintaining Customer's Investment.
- Bank and Loan customer's Asset Management.
- Daily Monitoring of Daily contribution, Esusu, Betta Me and other bank's products.
- Periodic Training of Staffs.
- Customer Service.
- Staff Salary Management.
- Customer retainership and Opening new customer's account.

2020-01 -
2020-09

Audit Assistant

TOYIN SOWUNMI AND CO, ikeja, Lagos

- Worked audit engagements for wide variety of industries, including engineering, manufacturing, non-profit and human resources.
- Interacted with key client management to gather information, resolve audit-related problems and make recommendations for business and process improvements.
- Identified various risks and errors in accounts to propose corrective action to client

management.

- Assessed financial statements and records.
- Followed up on reviews to assess and report on completion or progress of corrective actions.
- Recommended changes in internal audit controls.
- Reviewed and assessed accounting systems and business controls.
- Tax audit, tax consultancy and payroll services.
- Interacted with key client management to gather information, resolve audit-related problems and make recommendations for business and process improvements.

2017-11 -
2019-12

Manager/Accountant

SIWIPEK VENTURES, Shamsendeen Ipaye Street, Fawole Bus/stop Ikorodu Lagos, Ikorodu,, Lagos

- Maintaining books of account.
- Remitting Government Taxes and Pension.
- Planning, Monitoring, Organizing, leading, Decision Making, Conflict Resolution, Time Management, Disseminator, Liaison and Spoke Person.
- Monitoring and Reconciling Company Account.
- Ensuring company is not stock out.
- Quality Material purchases.
- Handling of staff issues and other administrative job functions.
- Proper filing and maintaining of staff documents.
- Adequate filing and proper documentation of each staff on database.
- Adequate report of every staff welfare if required and necessary.
- Proper and regular attention to all issues from staff.

2015-02 -
2017-09

RETAIL BANKING

FIRST BANK NIGERIA LTD, Akute, Ogun

- Delivered exceptional level of service to each customer by listening to concerns and answering questions.
- Drove operational improvements which resulted in savings and improved profit margins.
- Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
- Prepared variety of different written communications, reports and documents to ensure smooth operations.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Identified issues, analyzed information and provided solutions to problems.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Completed all paperwork, recognizing any discrepancies and addressing them promptly.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Participate in performance of regular market analysis to support strategy and analyze performance to maximize revenue opportunities and drive excellent operations through

detailed customer knowledge.

- Implement overall analytics and business intelligence strategy for eBusiness.
- Design and develop analytical projects designed to understand key business behaviors' that drive customer acquisition, retention, and engagement.
- Analyze eBusiness performance continuously and comprehensively and provide timely advise to management on improvement options.
- Establish clear product performance metrics, targets and accountabilities and render report on key performance indicators to ensure that management and business owners can measure, monitor and continuously improve performance.
- Develop management information system (MIS) to aid distributed reporting of eBusiness performance.
- Perform budgeting and ensure compliance of business operations to budget.
- Plan Business strategy, retreats, workshops, Knowledge Sharing Sessions and monthly meetings.
- Identify opportunities to develop forecasts, statistical models, segmentation schemes, and data-driven analyses to drive deepening of electronic product penetration.
- Support in planning, developing, communicating, and executing group's strategy.
- Online marketing and customer acquisition
- Consistently review existing Products (monthly, Quarterly and Annually)
- Ensure profitability of existing and new products.
- Carry out other responsibilities as assigned by retail manager.
- Channels/Digital banking experience.
- Revenue Business
- Outbound and Inbound money transfer such as Western union, Money gram, RIA, Trans fast agent operator.

2014-07 -
2015-11

Cash Officer

FIRST BANK NIGERIA LTD, Acme Road Ogba , Lagos

- Money & Funds Transfer/Branch International & Treasury Operations Unit RESPONSIBILITIES:.
- Posting of Cash vaulted out and vaulted in by tellers.
- Posting of Cash (both NGN and Forex) received and given out to Head Office (Central Vault).
- ATM cash loading and weekly reconciliation of ATM.
- Supervision of both bulk tellers and Front tellers.
- Proper monitoring of ATM activities daily.
- Weekly report of ATM activities in branch.
- Proper and adequate balancing of vault register daily.
- Efficient and effective handling of all operational issues that may arise in branch.
- Proper and adequate monitoring of all forex transactions processed on daily basis.
- Authorizing, Receiving, Scheduling, and posting of Outward Clearing cheques.
- Processing and Authorizing of Managers Cheques issued in branch.
- Authorizing and scheduling of Inward and outward cheques for clearing sessions.
- Authorizing, Uploading, and processing of daily DOM transfers, processing of Form M.
- Processing and posting of Custom duty receipts and levy.
- Receiving and paying of foreign currencies, processing BTA/PTA and BDC for Customers.

- Coordinating and monitoring all activities in branch to achieve better results.
- Monthly Proof of all GL Accounts and others such as Suspense A/cs, Branch Transit A/cs, Clearing, MC, Integrity Test, Same day call-over, ATM Till Daily balancing, ATM Cash count, Spot checking, Vault balancing, Asset safeguarding, Cash Account balancing, Till balancing, mystery shopping and other Sub-GL A/cs.
- Payments of Customers Staff salary and transfer to another Banks through RTGS, NIBBS, NEFT etc.
- Monthly proof of Account e.g., Suspense A/C, Branch Transit Clearing, MC, Interest Payable a/cs.

2012-09 -
2014-06

Cash Management Officer

FIRST BANK NIG. LTD, Mushin, Lagos

- Posting of Cash vaulted out and vaulted in by tellers.
- Posting of Cash (both NGN and forex) received and given out to Head Office (Central Vault).
- ATM cash loading and weekly reconciliation of ATM.
- Supervision of both bulk tellers and Front tellers.

2010-04 -
2012-08

Customer Service

FIRST BANK NIG. LTD, Yaba , Lagos

- Responsibilities: -always Paying adequate attention to customer's complaints.
- Processing and issuance of all visa card, verve card, master cards and others that may be required by customers.
- Ensuring proper documentation for account opening.
- Ensuring that customers are always satisfied.
- Sending daily report of account opening
- Sending daily report on bank products sold to customers.
- Adequate reporting of all activities done in branch on weekly basis
- Issuance and process of all atm cards and others through our Head office branch portal.

2008-11 -
2010-03

Front Teller

FIRST BANK NIG. LTD, Ebutte Metta, Lagos

- Receiving, paying, adopting, and posting of Transactions.
- Assisting Head Cash, Head Teller and cash Officer in operation duties.
- Delivered exceptional level of service to each customer by listening to concerns and answering questions.
- Increased customer satisfaction by resolving product or service issues.
- Improved operations through consistent hard work and dedication.
- Participated in team-building activities to enhance working relationships.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Offered friendly and efficient service to all customers, handled challenging situations with ease.
- Saved cash by implementing cost-saving initiatives that addressed long-standing problems

2006-06 -
2008-10

Accountant

YOMAD NIGERIA ENTERPRISE Mushin Lagos, Mushin, Lagos

- Handling of staff issues and other administrative job functions
- Adequate filing and proper documentation of each staff on database.
- Adequate report of every staff welfare if required and necessary.
- Produced high-quality documents, spreadsheets and presentations for internal and customer-facing needs.
- Took detailed meeting minutes, prepared meeting rooms and compiled paperwork to support department.
- Developed business, financial and analytical skills needed for career.
- Maintaining company's books of account
- Protecting and maintaining company assets
- Adequate stock balancing
- Tax remission
- Customer service

2005-06 -
2006-05

Internship Student

BARDAKS BUILDING WORKS Ikorodu Lagos, Ikorodu, Lagos

- Handling staff issues and other administrative job functions
- Adequate filing and proper documentation of each staff on database.
- Adequate report of every staff welfare if required and necessary
- Produced high-quality documents, spreadsheets and presentations for internal and customer-facing needs.
- Took detailed meeting minutes, prepared meeting rooms and compiled paperwork to support department.
- Developed business, financial and analytical skills needed for career.
- Maintaining company's books of account
- Protecting and maintaining company assets



Education

2007-01 -
2012-12

Bachelor: Accountancy

Lagos State University - Lagos, Nigeria

2002-08 -
2005-04

Ordinary National Diploma: Accountancy

The Federal Polytechnic - Ilaro, Ogun State

2000-01 -
2001-01

Diploma: Computer Science

Robertann Computer Institute - Mushin, Lagos



Affiliations

Certified Associate Member, Int'l Professional Managers Association (IPMA-UK)-CIPM-AMPMA-(UK)

Certified Associate Member, The Institute of Public Management (Nigeria)



Additional Information

Training Attended Till Date:

Firstbank Nigeria Ltd Induction

Finacle 5, Finacle 7 and Finacle 10 user.

Effective customer service

Fraud detections

7stars workers conference

Money Transfer

Training Revenue and Collection

Bank One Bank Application User

Loan Management

CAMS Application User