

# Oladele Oleniju

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## PROFESSIONAL SUMMARY

Passionate and highly motivated individual with keen interest in financial industry. Detail-oriented, synthesizing and analyzing financial data with consideration for organizational goals.

## EDUCATION

Institute of Chartered Accountants of Nigeria – *In View*

**Economics, Bachelor of Science (Second Class Upper)**

Crawford University – July 2011

## WORK EXPERIENCE

### Client Experience Officer

Stanbic IBTC Pension Managers Limited

Victoria Island, Lagos State, Nigeria.

April 2019 – Date

- Leverage on product knowledge to provide clients product offerings, information and guidance to make informed decisions suitable for their needs.
- Prioritize ideas and initiatives to ensure continuous improvement in delivering exceptional service experience and operational efficiency.
- Ensure timely resolution of client requests and complaints via several channels (Email, phone and face to face interactions) as well as engagement with both internal and external partners.
- Leverage on customers feedback from various channels as tool to measure service delivery, customer satisfaction, process efficiency and business decision.
- Data gathering and analysis during various marketing campaign and surveys to generate metrics to help formulate business models, strategies and improve business decision.
- Oversee and manage team to ensure wow service delivery, set KPIs are met, continuous process review to improve customer retention, business strategies in line with organizational values and objective.
- Continuous engagement with pension stakeholder to ensure that various guidelines are design and administered to meet client needs in accordance with the established legislations.

### Client Service Officer

Stanbic IBTC Pension Managers Limited

Victoria Island, Lagos State, Nigeria.

January 2015 – April 2019

- Responsible for clients' pension benefit application transaction, calculation, advice and processing.
- Worked with the Regional Manager to ensure improved performance through identified knowledge gaps.
- Oversee and management of the bank support service in ensuring business continuity, wider coverage and seamless pension transactions.
- Responsible to tracking and monitoring of benefit management issue log on applications and ensure all issues are resolved within 24 hours.
- Maximize all client outreach opportunities by achieving maximum coverage during the Pension on Wheels (POW).

## Strengths / Skills

Analytical thinking

Attention to details

Time Management

Problem solving / critical thinking

Proficiency in Microsoft office Packages (Ms Word, Ms Excel, Ms Power point),

Quick learning Skills

Good communication and interpersonal skills

People Management

Leadership

Ability to work in a team and handle various tasks

Creative thinking

Public

- Ensure onboarding process for new team members is thorough and team members are well integrated into the organization.
- Utmost confidentiality of client's information to avoid reputational risk and ensure clients' record, interactions and feedbacks are kept.

### **Account Support**

Industrial and General Insurance (NYSC Program)  
Onitsha branch, Anambra State, Nigeria.

November 2011 – October 2012

- Registration of new, renewal of policies and review of proposal forms
- Preparation of debit note to clients', agents and brokers
- Responsible for collection and deposit of premium
- Worked with the Accountant to prepare the monthly returns and reports.

### **Hobbies**

Reading

Music

Networking

### **Trainings**

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#### **Beginner to Pro in Excel; Financial Modeling and Valuation – In View**

##### **Scenario & Sensitivity Analysis Master Class**

(D'Brown Consulting, Lagos, Nigeria) – 2020

##### **Time Value of Money Calculation in Excel**

(D'Brown Consulting, Lagos, Nigeria) – 2020

##### **Wow Customer Service Experience**

LYD Consulting – 2019

##### **Effective Business Communication Programme**

Poise Nigeria - 2018

##### **Principles of Customer Service**

Klover Harris Innovative Solutions – 2017

##### **Basic Certificate in Leadership**

Daystar Leadership Academy – 2014

**Public**