

RAYMOND OLATUNBOSUN DAODU

Gender : Male

Marital Status :
Single

Nationality :
Nigeria

☎ : 08103214566, ✉ : daoduraymondola@gmail.com

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

SUMMARY

A Banker 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 AGENT - FIDELITY BANK PLC

VICTORIA ISLAND, LAGOS

September 2019 - December 2020

- Receives large amounts of inbound and outbound calls from customers daily.
- Verify customers complaints and profile them

accordingly.

- Escalates various complaints to units in charge for prompt resolutions.
- Educate customers and prospective customers on the bank's products they offer.
- Participate in routine trainings and meetings for the contact center.
- Relate with the various units on customers complaints as means of follow up.
- Enlighten customers on how to set up their online banking and instant banking profile.
- Inform customers on new initiatives rolled out by the bank.

COMMUNITY OUTREACH OFFICER - IN OUR HANDS INITIATIVE(NGO)

IKEJA, LAGOS

January 2018 - December 2018

- Establish firm partnership with various stakeholders in different communities.
- Participate in awareness and support programs for different host communities.
- Partner with relevant authorities in the accessing, mapping out and implementation of projects.
- Design policies and frameworks for the organization.
- Engage in training and program awareness.

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

PROBELM SOLVING

TIME MANAGEMENT

ACTIVE LISTENING

HOBBIES

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

REFEREES

Available on Request