

## OGUNLEYE OLUMIDE JOHN

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Date of Birth: August 28, 1977

### PROFILE

A banking professional extensively trained in bank leadership, sales, operations and customer service roles. A motivated banker, passionate about providing excellent customer service and exceeded expectations. I consistently exceed sales goals, while providing utmost care in client relations. Highly detail-oriented and professional banker successful at meeting and exceeding goals. Expertise in customer service relations and sales management.

### WORK EXPERIENCE

#### **October 2018 till date**

##### **Branch Service Manager, *Polaris Bank Limited***

- Increased new bank relationships of 30% by executing quarterly promotions.
- Increased overall annual sales of 57% by incorporating several quality process improvements within the branch.
- Reduction in number of dormant account 5 to 7% on monthly basis by executing monthly tele-marketing.
- Oversaw 3 branches consisting of 12 Customer Service Officers, 6 Transaction Officers, 12 Tellers, 2 Cash Officers and 2 Head of Centers.
- Managed branch with an average of 2.8Billion in monthly deposits.
- Supportively directed a team of 15 Relationship Managers.
- Received superior customer service satisfaction scores for 3 consecutive quarters.
- Complied with regulatory requirements including Bank's Oath of Secrecy Act, Anti Money Laundering etc.
- Compiled, reconcile and analyze General Ledger accounts for correctness.
- Trained staffs weekly with regards to new development in the bank and industry.
- Mobilized deposits and meet annual deposit target.

#### **July 2018- September 2018**

##### **Team lead, Retail Banking *Skye Bank Plc.***

- Coordinated the activities of retail sales team consisting of 3 priority relationship officer, 3 Direct Sales Agents and 2 P.O.S sales officers.
- Originated, reviewed, processed, closed and administered customer loan proposals.
- Increased active customer account and deposit by 40% and 25% respectively through quality service delivery, excellent interpersonal relationship, effecting management of both personal and corporate clients which gave opportunities for referrals, consistent advertisement/awareness of products and services tailored at meeting the needs of the people and staff motivation.

## **January 2014 - July 2018**

### **Branch Service Manager, Skye Bank Plc.**

- Oversaw and monitored standardization in service delivery in order to ensure consistent excellent service delivery.
- Reviewed processes and suggest improvement opportunities in line with industry standard.
- Reduced cost by 35% in 7 months through efficient negotiation skills with vendor and optimal utilization of available internal resources.
- Worked in 10 Branches of the Bank in 4 years which gave me the opportunity to work with various team at different locations, provide solution to critical issues and also influenced them positively.
- Nominated as one of the Bank's brand ambassadors based on performance and competence in order to ensure standardization, creativity and compliance to management directives.
- Participated as a team member for creation of the banks operations desk manual for operations staff.

## **February 2012- January 2014**

### **Branch Manager, Retail Operations, Access Bank Plc**

- Ensured consistent growth of the branch in terms of customer base, deposit growth, profitability, and cost reduction and in all key performance indices.
- Coordinated and organized weekly and monthly regional training session thereby promoting learning, knowledge management and possession of up to date job knowledge.
- Authorized all proposed expenditure for services, facilities and equipment expenses within the monthly cash budget of the branch and seeks approval for excess over limit where it is highly necessary.
- Analyzed and reviewed balance sheet and profit and loss account to identify variation from set target and proffer solution to ensure set targets are met.
- Ensured delivery of excellent service and promoted the image of the bank under the existing environment of stiff competition.
- Supervised activities ensuring service level agreement, policies and procedures of the bank, Central Bank and other financial regulators are strictly adhered to.
- Rendered weekly and monthly reports of various type ranging from service level agreement, branch administration, and profitability report to financial expenditure.
- Reconciled general ledger accounts, in other to identify irregular transactions and regularize them.

## **2005 - 2012**

### **Operations Manager, Intercontinental Bank Plc.**

- Oversaw branch's operational and sales activities.
- Formulated plan that enlarged customer base and increased deposit portfolio.
- Processed, disbursed, monitored and reviewed personal and commercial loans.
- Ensured long term relationships with the branch's customer through excellent service delivery

- Resolved customer complaints promptly.
- Coordinated and worked closely with the sales team to ensure branch's monthly sales and profit target were achieved.
- Reviewed and monitored branch's monthly budget.
- Prepared the monthly profit loss report for the branch and attend management monthly profitability review meetings.
- Ensured compliance with banking and financial regulations.
- Prepared the branch liquidity position to meet the bank's policies and procedures.
- Prepared the branch cash flow analysis and daily liquidity position as well as hedged against rate movements.
- Managed various aspects of the branch balance sheet to ensure that set deposit targets were met.
- Reconciled general ledger accounts.
- Monitored the branch loan able funds reports and loan to deposit ratio.
- Ensured the branch met its deposit targets.
- Grew the branch deposit portfolio.
- Supervised cash management and inter branch cash movement.
- Offered financial advisory service to our customers.
- Mobilized deposits to meet the deposit targets.
- Managed correspondence with individual and corporate clients.
- Monitored competitor's rates and offered better rates to the clients resulting in high client retention.

#### **Head, Fund Transfer Unit**

- Issued and confirmed managers' cheque.
- Processed inward and outward clearing cheques.
- Processed of caution notice.
- Processed of both local and foreign fund transfer request.
- As branch treasury officer, interfaced with customer, processed all various investment and financial product the bank offered.
- Processed both federal and states taxes.
- `Processed various remittance on various platform.
- Reconciled general ledger accounts.
- Supervised the unit and rendered weekly performance report to the branch management.
- Served as Branch Operations head back-up.
- Mobilized deposit through the conversion of third party cheques holders to the bank's customer and retained existing customers.

#### **Cash Officer**

- Ensured balanced vault cash daily.
- Supervised both receiving and paying teller.
- Managed the branch vault.
- Ensured compliance to policy guiding cash and tellering.
- Ensured ATM management in compliance with policy and guidelines.
- Released ATM pin to customers.
- Managed both in-branch and inter branch cash..

### **Head, Customer Service Unit**

- Opened account for various class of customer and documented, attended to customers enquires.
- Promoted the image and values of the bank under the existed environment of stiff competition and emphasized on quality customer service delivery
- Processed and promoted electronic banking product, processed search report on corporate account.
- Supervised the unit and rendered unit weekly performance report to the branch management.
- Mobilized deposit through increase in the number of client registered in the bank's book.
- Ensured efficient customer data management and took corrective measures when necessary.
- Demonstrated knowledge of the bank's product and possessed sound judgment.

### **Bureau de change/Western Union Officer**

- Processed Personal and Business Travel Allowance.
- Processed visible and invisible transaction.
- Processed IMTOs remittance.
- Formulated plan that enlarged customer base and increased deposit portfolio by converting walk- in and IMTOs customers to the Bank's customer by crossing the Bank's product.
- Consistent growth in Bureau de Change customer base and increased monthly turnover.

### **Cash and Telling**

- Received and paid cash from/to customers, posting of daily transaction entries.
- Balanced daily cash account and cash evacuation.
- Supervised bulk tellers as merchant teller.
- Served as cash officer's back up.

### **2004 - 2005**

#### **Underwriter Engineering, Oil and Gas, Cornerstone Insurance Plc**

- Processed and underwrote all types of insurance policy under the Engineering, Oil and Gas industry.
- Processed and underwrote all types of bond.
- Processed insurance certificate, renewal notice, and credit and debit notes.
- Processed claim requisition.
- Prepared and presented departmental weekly report to executive management.
- Mobilized premium through sales of insurance product.
- Offered financial advisory service to our customers.
- Presented business proposal to Engineering, Oil and Gas Companies for increase business.
- Managed activities of the department.
- Grew customer based by 25% in one year.
- Increased premium generated by 30% in one year through sales of insurance product.

## **EDUCATION**

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**2008:** Lagos State University

*MBA Business Administration( financial management)*

**2003:** Computer Systems Training Institute Abia

*Diploma, computer operations and information technology management*

**2002:** Ladoke Akintola University of Technology , Ogbomoso, Oyo State

*B. Tech Agricultural economics and extension second class upper division*

**2001:** Molete Community High School, Ogbomoso, Oyo State

*Senior Secondary School Certificate*

**1994:** Olivet Baptist High School, Oyo, Oyo State

*Senior Secondary School Certificate*

## **SKILLS**

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Proficient in MS Office

Highly analytical and goal-oriented

Excellent Team player

Problem Solving

Cheerful demeanor

Organized

## **INTERESTS AND ACTIVITIES**

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Playing football, basketball, driving, traveling and Reading

## **PROFESSIONAL QUALIFICATION**

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Member, Institute of Strategic Management of Nigeria

## **REFEREES**

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Available on request

