

# **AFENIFORO OLUBUNMI ISRAEL**

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**SUMMARY:** Actively looking for a position where I can optimize my problem-solving skills and organizational skills to contribute to increased customer satisfaction, strong multi-tasking skills and fast learning ability to ensure work quick contribution to your organization.

## **EMPLOYMENT**

### **GUARANTY TRUST BANK**

#### **Operation Officer [Foreign Operations, International Settlement] 2022 till Date**

- Assist customers to process purchased forex at the CBN or interbank rate to make payments for eligible services as predetermined by the foreign exchange manual
- Processes forex transactions:
  - Visible Trade: Form M, PAAR, Form Q, Bills of Collection, Letters of Credit.
  - Invisible Trade: Form A. e.g. Educational Expenses, Home Remittances, Medical, Upkeep etc.
- Sends and receives international transaction message via SWIFT.
- Provides Telex copy of processed/completed forex transactions to customer.

### **GUARANTY TRUST BANK**

#### **Contact Centre Representative [Customer Experience Management] 2017-2022**

- Providing accurate, valid and complete information by using the right methods.
- Handling customer complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution while following communication procedures, guidelines, and policies.
- Identifying and accessing customers' needs to achieve satisfaction and building sustainable relationships

### **MAXYIELD ASSOCIATE**

#### **ADMINISTRATIVE OFFICER 2015-2017**

Responsible for recording all employee information such as personal data, attendance, benefit, compensation, tax data and data holidays. Always displaying the utmost discretion when dealing with any sensitive or personal issues.

- Answering phone calls, dealing with enquiries, and providing general information to job applicants regarding HR procedures and ensuring the confidentiality and security of files and filing systems
- Coordinating schedules, arranging meetings, distributing memos and reports, and ensuring that everyone is kept current of necessary company news and information.
- Updating both manual and electronic personnel records when an employee's personal details change.

### **GREATER TOMORROW MODEL COLLEGE ADO EKITI**

#### **SECRETARY/TEACHER 2013-2015**

- Taking care of administrative details, schedules appointment and handles school communication,

- Managing database, Organizing, and servicing meetings
- Taking lecture classes, assign homework, and arrange extracurricular activities

**MERRY BET GOLD LIMITED ADO EKITI**

**CUSTOMER CARE AGENT 2012- 2013**

- Answering incoming calls and emails in an efficient manner.
- Identifying customers’ questions, concerns, and overall needs.
- Providing accurate answers and solution to customer queries.

**EDUCATION**

**NATIONAL OPEN UNIVERSITY OF NIGERIA (NOUN)**

- M.A. English (Language) 2024.

**UNIVERSITY OF ADO EKITI**

- B.A. English and Literary Studies 2011

**NIGERIAN INSTITUTE OF MANAGEMENT**

- Proficiency Certificate in Management 2012

**DOMINION INSTITUTE OF INFORMATION AND TECHNOLOGY ADO EKITI**

- Certificate in Computer Science 2005

**BANJOLAT FRIENDSHIP ACADEMY IPETU IJESHA, OSUN STATE**

- National Examination Council O’ level 2005

**CHRIST’S SCHOOL ADO EKITI**

- Secondary School Leaving Certificate 2003

**ST THOMAS PRIMARY SCHOOL ADO EKITI**

- Primary school leaving certificate 1997.

**SKILLS**

- Computer – Microsoft Office, Outlook, CRM, Basis, SWIFT.
- Strong critical thinking, organizational and problem-solving skills.
- Excellent oral and written communication abilities.
- Leadership and management skills.
- Performance management and Teamwork.

**REFEREES**

Available upon Request