

KHALEED AWAIYE KUNLE

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WORK EXPERIENCE

Customer care officer WEMA BANK PLC

2018– present

- Managed all activity related to opening and sustenance of all account packages offered to individuals, small business owners and corporations.
- Handled inbound calls, routing calls to appropriate departments and resolving customers issues on phone.
- Represent supervisor when absent and review associate performance as well as train accordingly.
- Responsible for handling cash tiling to tellers and ATM's.
- Logging of customers issues on CSMS portal for prompt resolution.

Teller WEMA BANK PLC

2018-2019

- Processed between 20-30 transactions per hour while exercising caution and paying attention to details.
- Managed standard teller transactions including cash and cheque deposits/withdrawals and handling discrepancies and reporting irregularities for investigation.
- Promoted and advertised new products to customers on completion of initial transaction and sent interested customers to customer service desk or available sales members
- Regularly offered to assist daily audits and account balancing at close of business.

ATM Custodian/Funds Transfer officer WEMA BANK PLC

- Prepare issuance and liquidation of local Manager's cheques.
- Process customer's request on remittance of funds (foreign currencies) abroad to pay for tuition fee, utilities through domiciliary accounts and route to central transaction services.
- Process Western Union and MoneyGram money transfers for customers.
- Process transfer of funds to accounts of customers of other banks through NIBBS, NAPS,
- Handle both placement and pre-liquidation of tenured funds referred to as Fixed and call investments on behalf of customers.
- Treatment of both Form M (visible trade) and Form A (Invisible services) at the request of customers.

EDUCATION/TRAINING

Kwara state university | BSc Business Administration ZURI Xi4g Training

PERSONAL ATTRIBUTE

Willingness to constantly improve Excellent problem-solving skills

SKILLS & TOOLS

Customer service HTML/CSS

REFEREE

On request

