 MARY OVONIMO ALABI

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CAREER GOAL/ SUMMARY

A result driven individual with strong knowledge in IT, excellent communication, interpersonal and organizational skills searching for the opportunity to bring 10+ years experience that includes but not restricted to customer service/relations, software designing, server and database maintenance.

Hoping to:

* Associate with an organization that provides opportunities needed to demonstrate my skill and expertise.
* Take up new challenges to revive myself while adding value to a company where hard workers are recognized, developed and awarded.

PERSONAL DATA

Date of Birth: 12th Mar 1981

Place of Birth: Lagos

State of origin: Delta

Nationality: Nigerian

Marital Status: Married

Sex: Female

WORK HISTORY

Business Development Manager

Knidful Tinz limited – Lagos and Ibadan [12/2014 – Till date]

* Chief executive officer to all our 3 businesses (Logistics firm, Clothing store and Groceries Store)
* Chief procurement officer for the company.
* Set objectives and goals for team leads and supervising staffs
* Manage the sourcing, organizing and distribution of goods to branches, vendors and clients
* Supervise and control the order cycle by monitoring stock control, warehousing and flow of goods.
* Management and distribution of drivers and dispatch riders from warehouse to vendors and stores
* Supervise the dispatch team personally on the dispatch of goods bought online and personally answering customers calls, queries and complaints on our delivery system.
* Manage staff and resources. Supervise staff trading and schedules
* Work directly with the logistics officer in the negotiations between customers and clients. This help analyze logistical problems encountered during day to day running of business and developing new solutions to each unique challenge.

Business Service Manager [05/2013 - 05/2014]

Heritage Banking Company – Ibadan, Oyo state

* Ensuring that communication with customers is of consistently high standard, making sure staffs maintains a courteous attitude while dealing with customers and that queries are resolved within laid-down time frames to customer’s satisfaction.
* Identify major risks affecting the branch and ensure that the necessary steps are taken to control these risks while recommending revision of controls to senior operations where appropriate to address uncontrolled risk.
* Initiate root cause analysis workshops for team members to prevent recurring queries/problems.
* custodian of the branch’s treasury and ensures that procedures regarding the control and movement of cash are followed.
* Lead and manage subordinates by providing guidance, coaching where required ensuring that staffs are fully trained for their respective roles.
* Manage workflow in the department and attend to staff administration including personnel record updates with HR.
* monitor and control inter-account transfers, authorize inter-account transfers, monitor and control utility documentation, monitor revenue and expenditure and ensure that controllable cost are within budget. Authorize all transactions that are above subordinate’s limit.
* Acting as the IT personnel for the branch by managing in-house and sourced banking softwares.
* Training staffs on the necessary software needed for their respective roles.

Head, Service & Support [03/2010 - 04/2013]

Stanbic IBTC Bank – Ibadan, Oyo State

* Lead , coordinate and mange subordinate and team members.
* Demonstrate good analytical skills in the management of the branch’s general ledgers and portfolios.
* Identify major risks affecting the branch and ensure that the necessary steps are taken to control these risks while recommending revision of controls to senior operations where appropriate to address uncontrolled risk.
* Promote staff awareness on fraud through regular workshops by ensuring that security procedures /measures are adhered to and monitor the general physical security of the branch and liaise with premises when in need.
* Primary custodian of the branch’s treasury and ensuring that procedures regarding the control and movement of cash are adhered to.
* Acting as the regional IT consultant for the bank. Organizing training sessions for all staff members in the region on the banking software applications.

ATM/Autobank Custodian/ Back Office   [02/2009 - 01/2010]

Stanbic IBTC Bank – Ibadan, Oyo State

* Loading and balancing of ATM(s) cash. Ensure cartridges hold sufficient cash for weekends and public holiday.
* Ensure maximum uptime and report problems to ATM control. Ensure surveillance tapes are changed on a daily basis. Attend to related telephone calls and customer queries regarding ATM transaction
* Balance all ATM GLs using Postilion and Equinox reports
* Management and posting of salary schedules for corporate and individual customers.
* Managing and postings all fund transfers and BDC request. Cheque Processing;  Inter-branch Compensation, GL Reconciliation; CBN Reconciliation

Customer  Consultant               [03/2008-11/2008]

Stanbic IBTC Bank – Ibadan, Oyo State

* Sourcing for and management of old and new personal, corporate, investments and credit facilities. Ensuring that sales targets are fully met. Statement Enquiries
* Collection and collation of shares forms; Registering or controlling all cash lodgments
* Managing ATM card request/collection for clients; Managing cheque request and collection,  Issuing of Drafts/certified checks for clients,
* Booking of deposits etc. Setting clients up for ATM cards, SMS Alert & Internet Banking.

Software Developer                   [02/2007 - 03/2008]

IBTC Chartered Bank PLC - Victoria Island, Lagos

* Using languages like HTML, CSS, MS SQL, JavaScript, ASP and Java to design softwares and databases.
* Designing in-house programs (e.g. eRecruitment, eStatement subscription/configuration etc.)
* Support and maintenance of sourced-out and in-house software (e.g. Postillion server)
* key ATM support officer;
* Server and database maintenance and Offsite backup officer etc

Sales Representative:                      [02/2004 -  01/2006]

AIICO Insurance PLC -  ILupeju Industrial Estate, Lagos

* Sourcing for Prospects for Life and Automobile Insurance.

Graphics Editor (Website Designs)       [05/2003 - 09/2003]

Nettinteractive Technologies LTD

* Coding and editing of web pages.
* Maintenance of in-house built websites.

EDUCATION

NATIONAL YOUTH SERVICE CORPS

Lagos State           [2006 – 2007]

BACHELOR OF SCIENCE COMUPUTER SCIENCE, 2nd CLASS HONORS         [2001 – 2005]

University of Lagos, Akoka Lagos State

PROFESSIONAL QUALIFICATION

Nigerian Institute of Management               2007

Postillion User                2007

PUBLICATION

Final year dissertation – Web-based Course Registration System for University Of Lagos

Languages used:

* HTML, CSS, MS SQL, JavaScript, ASP and Java

REFEREES

Cecilia Oiwoh. 08023206522. Ecobank PLC, No 3, New Lagos Road, Benin City. Edo State.

Toyin Showunmi, 08025017187. Matrix Energy. 31A, Marine Road, Apapa GRA, Lagos.