

DOMINIC-JAMES, OBIANUJU NKEIRUKA

37 Sijuwola Street Off, off Okiki Street, Ago Palace Way, Okota, Lagos State.

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CAREER OBJECTIVE:

To be a team player in a viable industry, adding value to the organization's operation through learning and innovation while putting my experience, skills and attitude to full utilization

SKILLS AND ABILITIES:

- Effective communication, human relations and customer management skills.
- Excellent analytical skills
- Deep understanding of operations principles and concept.
- Adventurous, ability to learn fast, ability to share, team player, self-motivated and hardworking.
- Computer literate

QUALIFICATIONS WITH DATES:

- 2013 Enugu State University of Science and Technology (ESUT)
PGD Executive MBA
- 2001 Institute of Management & Technology (IMT) Enugu, Enugu State
Higher National Diploma (HND) in Accounting
- 1997 One-year industrial Training
- 1996 Institute of Management & Technology (IMT) Enugu, Enugu State
(OND) in Accounting
- 1993 Federal Govt College Okigwe, Imo State
Senior Sec. Cert. Exam (SSCE)

WORK EXPERIENCE WITH DATES:

July 2020 - to- Date	Cephane Multipurpose Cooperative Society
Position	Customer Service Manager

Aug 2018 - June 2020	Great Dimension Nursery and Primary School
Position:	Admin Officer/Secretary

- Supervise care of the facility for safety and quality of physical condition
- Prepare for upcoming school year during the summer
- Welcomes visitors to the school and provides directions around the building as needed
- Types up and contributes to school bulletin or newsletter.
- Assists in designing and drawing up promotional and informational materials for parents.
- Maintains records of student absences.
- Accepts and processes tuition and school lunch payments from parents.
- Sorts and distributes mail delivered to school office.
- Contacts parents in the event of student illness, behavioral issues or failing grades.
- Maintains student records and files.
- Uses computer database and filing system to update records as necessary.
- Manages and updates school calendar.
- Provides administrative support to head mistress or other upper level administrator as needed.
- Attends office meetings and takes minutes.

May. 2017- Dec 2017	Mutual Benefit Assurance Company, Ilu-Peju
Position:	Marketing Executive

April. 2010 - Nov. 2016 **MTN NIGERIA Apapa Lagos**
Position: **ONLINE CCR Customer Relations**

Sept. 2007-2009 INTERCONTINENTAL BANK PLC ENUGU

Position: **Customer Service Officer**

- Opening of savings, current, Time deposit, domiciliary, card cash account.
- Customer balance enquiry
- Customer account maintenance.
- Preparing reference and confirmation of signature letters.
- Inter-bank correspondence
- Attending and solving customer compliant.
- Marketing and creating customer on E-banking (electronic banking)
- Marketing and advising customers on the bank product
- Sale of E-transit and Inter-switch cards of schools and other bodies.

Position: **Fund Transfer Officer**

- Posting of inward and outward cheques
- Recording of outward cheques and movement to clearing house
- Processing of local and international money transfer
- Processing Bank draft (Managers cheque)
- Internal and external fund transfer

Position: **Micr**

- Printing of all cheque's types
- Recording of printed cheques, issuing of printed cheques and saving withdrawal booklet to branch
- Collection of cheque stock from head office.

Position: **Teller**

- Receiving and paying cash (savings, current, Domiciliary accounts)
- Paying of local and international money transfer
- Merchant tellering- posting of cash deposit, supervising of bulk tellers and cash disbursement to paying tellers, mopping of all cash received for movement to vault.

May 2007- Aug. 2007 UBA PLC KENYATTA BRANCH

Position: **Customer Service**

- Balance, deposit lodgment and withdrawal inquiries
- Proper filing and maintenance of customers' file
- Printing of customers' statement
- Upcountry mandate request
- Educating customers on how to fill deposit and withdrawal slip
- Scanning and uploading of mandate
- Viewing and verifying customer signature from system
- Receiving and treating of cheque request from business office

- Issuing of cheques
- Registering, recording, and arranging of printed cheque for dispatch to business office.
- Signing out printed cheques to business office representative.]
- Proper filing and maintenance of documents for the respective branches

Jan. 2006 - April 2007 UBA PLC UNEC ENUGU

Position: Teller

- Receiving and paying cash (savings and current accounts)
- Payment and sending of Local Money Transfer (cash fast)
- Receiving of payments through pay direct software (NEPA BILLS, NITEL BILLS, X-change card recharge)
- Posting of salaries.
- Call over of daily transaction

May 2004- Dec. 2005 STB OKPARA AVENUE ENUGU

Position Operations

- Receiving and paying cash (savings and current accounts)
- Cash counting
- Payment and sending of Local Money Transfer (cash fast)
- Posting of salaries

2001-2004 BUCCINI TELECOMMS LTD ENUGU

Position General Manager

- As a storekeeper and Cashier in charge of bookkeeping, stock recording/management, financial control and banking operations (2001-2002)
- As an accountant in charge of bookkeeping, preparation of financial statements, purchase, stock control and banking operations (2002-2003)
- Planning and organizing daily business activities and rendering of feedbacks to the management
- Staff recruitment, motivation, promotion and career development.

1998-2001 INCOMTEL NIG LTD ENUGU

Position Account Assistant

- Bookkeeping, preparation of pay roll and payment of staff emoluments.
- Banking Operations and project supervision.

HOBBIES: Reading, watching movies and intelligent conversation

REFERENCES: Provide on request