



DAMILARE B. FATIMEHIN

Account Manager | Customer Success | Implementation Specialist

Professional Summary

Customer-focused Account Manager and Implementation Specialist with over 3 years of experience managing enterprise client relationships and delivering Fintrak Credit 360 solutions across Africa. Proven success implementing and supporting Credit 360 for Access Bank (Nigeria, Gambia, Guinea, Cameroon, Kenya, Mozambique) and FCMB. Skilled in stakeholder management, client onboarding, training, and post-go-live support to enhance adoption and customer satisfaction.

Contact

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Skills

- Client Relationship Management
- Customer Service Excellence
- Project Coordination
- Cross-border Implementation
- Technical Support
- Product Training
- Documentation
- SQL • Microsoft Office • Postman • Figma • CSS

Certifications

- PMP (2019)
- CCNA (Modules 1–4)
- HSE (1–3)
- Jobberman Soft Skills (2022)
- Great Learning UI/UX (2024)

Education

- HND, Mechanical Engineering
Yaba College of Technology (2016 – 2018)

Work Experience

Implementation Specialist — Fintrak Software Company (2022 – Present)

- Led end-to-end implementations of Fintrak Credit 360 for Access Bank Nigeria and subsidiaries (Gambia, Guinea, Cameroon, Kenya, Mozambique).
- Coordinated regional deployments ensuring localization for regulatory and operational requirements.
- Supported FCMB Credit 360 integration, achieving improved loan processing efficiency and reduced turnaround times.
- Managed project plans, timelines, and resource allocation for successful delivery.
- Conducted user training sessions and developed documentation for system users.

Network Surveillance Analyst — Biswal Limited (2019 – 2022)

- Monitored network infrastructure, identified incidents, and ensured rapid response to maintain uptime.
- Maintained system documentation and generated performance reports to support decision-making.

Selected Projects & Implementations

Access Bank Nigeria — Fintrak Credit 360 Implementation: Led full lifecycle deployment across branches, including requirement gathering, configuration, and end-user training.

Access Bank Regional Subsidiaries: Coordinated rollouts in Gambia, Guinea, Cameroon, Kenya, and Mozambique, ensuring localization compliance.

FCMB — Credit 360 Integration Support: Assisted in integration and user training, improving adoption rates and credit operations efficiency.