

SUNDAY TOYIN

📍 No 24, Roadmaker, Akure, Ondo State. ☎ 07039258061

✉ oluwatoyinsunday93@gmail.com

PROFILE SUMMARY

Highly organized, people-oriented individual with outstanding skills and expertise gained through 4+ years of working experience. Experienced in providing customer service to clients, conducting cash consolidation on a daily basis, preparing daily branch reports, and reconciling transactions according to the bank's procedures. Proven ability to offer guidance and assistance to the customers of a company in order to maximize loyalty and satisfaction. Handled 25+ customer transactions per hour, resolved 130+ customer accounts issues weekly, increased customer satisfaction by 10% in 6 months, and managed cash and records effectively.

CORE SKILLS AND COMPETENCE

- ◆ Highly organized, detail-oriented, and result driven, and possess effective leadership, communication, analytical, teamwork, adaptability, time management and problem-solving skills.
- ◆ Outstanding ability to deliver high quality performance, focus on details and ensure accuracy.
- ◆ Excellent ability to maintain a high level of confidentiality, help improve processes and support organizational growth and development.
- ◆ Strong ability to multitask, and can ensure excellent service delivery without compromising standards.
- ◆ Excellent ability to create and maintain rapport, build effective customer relationships and ensure client satisfaction.

WORK EXPERIENCE

TELLER

| DECEMBER 2019 – FEBRUARY 2021 |

UBA, Adeyemi College of Education, Ondo State.

- ◆ Processed standard teller transactions for customers including servicing client accounts, accepting loan payments, managing safe deposit box payments, cashing checks, balancing cash drawers, handling night deposits, correcting discrepancies.
- ◆ Assisted with the training of 2 new tellers ensuring that they received a comprehensive education on proper banking policies.
- ◆ Handled 25+ customer transactions per hour with extreme attention to detail, and responded to customer account inquiries totaling 130+ weekly accounts.

ECONOMICS EDUCATOR (NYSC)

| OCTOBER 2018 – OCTOBER 2019 |

Day Secondary School, Army Barracks, Jubia, Katsina State.

- ◆ Created lesson plans on Economics as a subject and taught creatively using various modern teaching techniques which resulted in easy assimilation in students.
- ◆ Led and administered terminal tests and examinations with recorded pass marks of 85%, and ensured error-free recording of students' scores.
- ◆ Recommended new teaching methods for the improvement in academic grades of the students.

CUSTOMER SERVICE OFFICER

| SEPTEMBER 2014 - OCTOBER 2015 |

Cherries Gift and Supermarket, Lagos State.

AREAS OF EXPERTISE

Monitoring and evaluation
Organization & prioritization
Inventory management
Database management
Administrative support
Teaching and learning
Curriculum building
Accounts handling.
Customer service
Problem-solving
Record keeping
Cash handling
Supervision
Leadership
Scheduling
Research

LANGUAGE

English, Yoruba

GENDER

Female

TECHNICAL SKILLS

MS Office

- ◆ Provided customer service in person and over the phone, and effectively managed time to improve overall customer experience.
- ◆ Implemented new customer service strategies successfully, increasing customer satisfaction by 10% in 6 months.
- ◆ Operated POS cash register, handled an average of 92 transactions daily, and counted money in cash drawers to ensure the amount was correct.
- ◆ Managed money effectively and reported transactions in personal records and company databases.

WARD ATTENDANT (SIWES)**| MARCH 2013 – JUNE 2013 |***State Specialist Hospital, Akure, Ondo State.*

- ◆ Maintained positive public relations and administered decisions by ethical principles.
- ◆ Communicated effectively with members of the health care team and ensured to participate in quality improvement.
- ◆ Participated in team spirit and unit morale concerns and maintained a safe work environment.

CLASS EDUCATOR**| JUNE 2012 – SEPTEMBER 2013 |***Prestige Nursery and Primary School, Ondo State.*

- ◆ Organised learning materials, planned lessons and taught creatively using various modern teaching techniques which resulted in easy assimilation in students.
- ◆ Conducted extra-mural classes for students who were not fast learners and it resulted in easy grasping of the French subject.
- ◆ Collaborated with other teaching staff to help ensure smooth run of daily academic activities.

EDUCATIONAL BACKGROUND**HIGHER NATIONAL DIPLOMA (HND) IN NUTRITION & DIETETICS****| 2018 |***Rufus Giwa Polytechnic, Ondo State.***NATIONAL DIPLOMA (ND) IN NUTRITION & DIETETICS****| 2014 |***Rufus Giwa Polytechnic, Ondo State.***NATIONAL EXAMINATION COUNCIL****| 2012 |***Dynamic International College, Ondo State.*