

Olayanju Saheed

Ibadan

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To be fully engaged in projects that will contribute positively towards organizations goals and new innovation. To strive for excellence and precision at all positions and circumstances, attaining professional distinction and proficiency.

Work Experience

Client Service Officer & Account Support Officer

Stanbic IBTC Bank Plc

2013 to 2019

- Attend to Western Union Customers requests and process within TAT.
- Attend to telephonic issues concerning customer challenges
- Receive and handle ATM cards according to procedures
- Dispatch and receive ATM cards and cheque book to/from away branches
- File ATM cards in received date order
- Handled retained ATM cards and cheque book according to laid procedures
- Perform daily balancing of ATM cards and cheque book.
- Attend to all telephonic enquires regarding ATM cards and cheque.
- Keep records of all source instructions from customers.
- Participate in tactical sales/ marketing activities as required
- Preparation of destruction certificates (ATM) and cheque book.
- Process instruction for cash Transfers
- Dealing pension and wealth requests.
- Excellent knowledge and understanding of Finacle Core, CRM, 360 degree and SVS.
- Clients statements generation in various techniques
- Data capturing to generate clients information file.
- Logging of both internal and external references on NIBSS portal.
- Validation of clients valid identity cards on different card portals.
- BVN enrollment and updating for clients.

Assistant Manager

OYO STATE

2011 to 2013

- Staff Coordination and Training of Youth.
- Monitoring of inflow and outflow of goods purchase.
- Acknowledgement of goods receipt and invoice issuance.
- Pallets arrangement in different formats
- Attend to all clients request within stipulated time.

Education

Bachelor of Science in (B.Sc.) Economics

University of Ilorin, Ilorin, Kwara State

2012

Economic and Social Studies

Kwara State College of Education

2008

Senior Secondary Certificate in NECO

Community High School Alegongo

2008

Skills

- Excellent leadership, entrepreneurship skills and coordination.
- Ability to work under pressure and time-management.
- Initiative, organized, creative and customer-centric
- Integrity, diligent, team player and dynamic goal getter
- Excellent interpersonal relationship and communication skills
- Proficient in computer knowledge