

AFO JACOB AWAM.

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Kaduna State.

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SKILLS

- Client Relationship Management
- Sales and Marketing
- Data Collation, Analysis and Reporting.

Work Experience

First Bank of Nigeria Ltd.

February 2020 Till date

Capacity: Business **Relationship Manager**

- Coordinate, Manage and supervise the onboarding of FirstMonie Agents.
- Ensure FirstMonie Agents challenges are escalated and resolved timely and amicably.
- Prepare and analyze total deposits, Accounts, Trades Transactions, Facilities disbursed and major inflows and outflows.
- Monitor and track accounts with facilities to ensure repayments are made when due.
- Manage Key customers and ensure their issues are resolve promptly and amicably.
- Market and process risk assets and facilities to new and existing customers.
- Financial advisory and banking solutions to new and existing customers.
- Build and maintain relationships with clients, partners and other stake holders.
- Conduct regular checks on market trends and competitor's offering.

First Bank of Nigeria Ltd.

September 2019 - January 2020

Capacity: **Team Lead Financial Transactions**

- Ensure branch financial transaction activities are balanced and error free.
- Supervise tellers to ensure job is done efficiently and effectively.
- Handling of Funds transfers transactions, CREMIT, Form Q, Fixed Deposits etc.

First Bank of Nigeria Ltd. (Kaduna State)

June 2019 - September 2019.

Capacity: **Team Lead (Non-Financial Transactions)**

- Work passionately with a team to proffer solutions to customers' challenges.
- Coordinate different types of Accounts opening for new and existing customers.
- Work quickly to address and resolve customer issues.
- Provide flexibility and speed to ensure customer satisfactions.
- Give customers information about products and services, take orders and process returns.

FirstBank of Nigeria Ltd. (Calabar BDO, Cross River State) April 2018 – April 2019

Capacity: Trade Developer

- Coordinate and manage all FirstMonie Agents activities and engagements within the BDO
- Track Agents activities and performances
- Handle issue resolution and drive knowledge sessions across branches
- Conduct market research on unique/bespoke products required to drive adoption of the Agents Banking channel.

Kimberly Ryan. (FBN, Akamkpa Branch, Cross River State) January 2018 - March 2018

Capacity: Digital Geek

- Identification, onboarding and support of FirstMonie agents mapped to the branch
- Enrollment of customers on the various banking platforms (APP, USSD and ONLINE)
- Ensured customers complaints relating to FirstMobile, USSD and FirstOnline were resolved timely, efficiently and amicably.

Government Technical College, Enugu, Enugu State.

June 2016 – April 2017

Capacity: (NYSC) Computer Instructor.

- Help students learn different computer-related skills based on their classes.
- Help students learn how to navigate computer.

Education

M.Sc Information Technology (in view).

2020 till date

National Open University of Nigeria.

BSc. Computer Science.

2010 –2014

Cross River University of Technology, P.M.B 1123 Calabar, Cross River State.

Trainings and Professional Certifications

- Data Science Fundamentals 2020 (IBM)
- Predict Employee Turnover Using IBM Watson Studio - 2020 (IBM)
- Identify potential Repeat Customers For your Business - 2020 (IBM)
- Banking and Financial Market Industry - 2020 (IBM)
- Enterprise Design Thinking Practitioner – 2020 (IBM)
- Excel Essentials For Reporting (DBrown Consulting) 2020

Hobbies

Studying the financial markets, Reading Tech blogs/Articles and Playing Sport.

REFEREES

Available upon request