

JOHN ADEPELUMI

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PROFESSIONAL SUMMARY

Well-versed teller confident in handling a high volume of cash on a daily basis in commercial bank settings. Knowledgeable about managing financial transactions, preventing fraud and complying with various security acts and regulations.

EXPERIENCE

Teller, 03/2017 - Current

Fidelity Bank Plc - Lagos, Nigeria

- Explained bank services, financial products and applicable fees to customers.
- Responded and assisted customers with account inquiries and updates.
- Identified and reported suspicious behaviour to security personnel as appropriate.
- Identified and mitigated potential fraud and transaction risks.
- Recommended bank products and services to current and prospective customers.
- Oversaw all transactional services, including bank deposits, monetary withdrawals, financial transfers, handling an average of N12,000,000 daily.
- Consistently met service quality targets by maintaining in-depth knowledge of bank products, services and best practices.
- Sold and cross-sold bank products to new and existing customers.
- Maximized customer satisfaction, educating customers on options for managing financial transactions by leveraging technology, tools and resources.

REFERENCES

Available on request.

EDUCATION

University Of Lagos, Akoka
Bachelor Of Science

Accounting, Expected in 2022

Yaba College of Technology
National Diploma

Textile Technology, 05/2015

SKILLS

- Transaction processing
- Financial transactions
- Customer service support
- Banking operations
- HTML
- CSS
- JavaScript
- ReactJS
- GitHub collaboration
- Computer proficiency
- Maintenance & Repair of Computers
- Good telephone etiquette
- Good listening skills
- Strong verbal and written communication skills