

# OBI CHIOMA RUTH

Plot 400 A Wing Post Service Estate Lasu Ojo, Lagos, Nigeria

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## WORK EXPERIENCE

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### First Bank Nigeria

Account Manager

February 2019-Present

- Conducts KYC checks on all new accounts before approval
- Verify customers business activities in line for credit approval
- Conducts credit bureau checks on new and existing customers
- Updating of customers information to meet current regulatory requirements
- Responsible for marketing and communication of new products to customers in the hub
- Relates with product teams on feedback from customers in line with product revamp

### Wema Bank

Service Desk (Customer Support)

June 2017- January 2019

- Handles all customers complaints and ensure response to customers emails within a 6hrs SLA
- Updates and process customers data and escalate to appropriate team when needed
- Refer potential customers to account management team for processing
- Work closely with account management, marketing and products teams to enhance existing and new products

### Salescraft Properties Limited

March 2016 – April 2017

- Sales Manager (Realtors)

Ensuring that sales targets are met and revenue generated for the organization.

- Set sales targets for Realtors and staff.
- Work with the Realtors (Sales team) to achieve the set goals and objectives of the organization.
- Delegate sales responsibilities to centre co-ordinators.
- Device strategies and techniques with centre on achieving sales targets.
- Keeps dates and records of programme/events.
- Motivate Realtors (Sales team) towards achieving set targets.

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## EDUCATIONAL BACKGROUND WITH DATE:

➤ University of Ibadan  
(B.Sc) Sociology

2007 - 2011

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Skills: Reliability, good communication skills, time management, good eyes for details, team player.