

CONTACT

Felix Uchenna Okoh

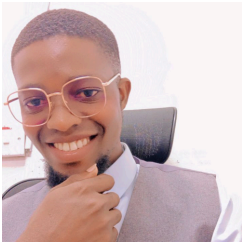
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PROFESSIONAL SUMMARY

- Dynamic and result-oriented banking professional with over 6 years of experience in relationship management, customer service, and direct sales. Known for exceeding performance targets, delivering top-tier customer experiences, and supporting business growth through innovative solutions. Adept at building strong client relationships and managing financial portfolios. Currently pursuing an MBA to deepen business acumen and strategic leadership.

OBJECTIVE

To continuously develop my professional skills and capabilities in a forward-thinking financial institution that values hard work, innovation, and entrusts employees with responsibilities and meaningful challenges.

EXPERIENCE

November, 2024 -
Date

- **Relationship Manager (Affluent)**
FirstBank
Focus on deepening relationships with Affluent customers, offering premium banking solutions tailored to lifestyle and financial goals.

Manage high-net-worth portfolios with emphasis on investment advisory, wealth preservation, and credit structuring.

Leverage data analytics and CRM tools to personalize customer engagement and enhance experience.

Maintain strict adherence to compliance standards and internal risk policies while meeting business targets.

April, 2022 -
October, 2024

- **Relationship Manager (SME and Affluent)**
FirstBank
Managed a hybrid portfolio of SME and Affluent clients, providing tailored financial advisory and relationship management.

Grew wallet share by cross-selling a broad range of bank products including loans, overdrafts, savings, and investment options.

Initiated strategic outreach to SMEs, facilitating access to credit and business advisory services.

Championed customer-centric initiatives that improved client satisfaction and retention rates.

Worked closely with product teams to customize financial solutions that met client-specific needs.

December, 2019 -
March, 2022

- **Service Executive**

FirstBank

Delivered excellent front-desk banking services including account opening, funds transfer, and complaint resolution.

Promoted digital banking adoption, improving operational efficiency and customer satisfaction.

Reconciled customer accounts and processed financial transactions accurately and promptly.

Supported relationship managers with administrative and customer engagement duties.

May, 2018 -
August, 2019

- **Meeter/Greeter/Customer Service Back Up/Direct Sales Agent**

Ecobank

Welcomed and directed clients, improving overall customer experience in-branch.

Served as a backup for customer service, handling queries, complaints, and account services.

Marketed bank products, including savings and loan accounts, and converted leads into customers.

Collected feedback to improve customer engagement and service processes.

EDUCATION

2027

- **National Open University**

MBA (in view)

2017

- **University of Calabar**

Microbiology (B.Sc.)

Second Class Lower

2013

- **Federal Polytechnic Mubi**

Science Laboratory Technology (ND)

Upper Credit

SKILLS

- Sales
- Team Player
- Innovative and Problem Solving
- Dynamics 365
- Microsoft Office Suites

REFERENCE

- **Abisola Olukoya - FirstBank**

Business Manager

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