

Professional Summary

Results-driven and seasoned Customer Service Representative with 4.5 years of experience in the banking industry, offering expertise in banking & financial services, bancassurance, and mutual funds. Proven track record of delivering exceptional customer support and fostering a collaborative team environment.

Professional Experience

Senior Customer Service Representative (FI10)

Inazuma.co | January 2020 - Present

Customer Service Representative (FI6)

Nexus Bank | June 2018 - December 2019

Key Achievements:

- Consistently exceeded monthly sales targets for bancassurance products by 25%
- Improved customer satisfaction ratings by 30% through proactive issue resolution

Responsibilities:

- Handled customer inquiries and resolved issues efficiently
- Collaborated with the sales team to promote banking products

Junior Customer Service Representative (FI3)

Pinnacle Financial Services | January 2017 - May 2018

Key Achievements:

- Successfully onboarded 500 new customers within the first 6 months
- Received the 'Rookie of the Year' award for outstanding performance

Responsibilities:

- Provided basic customer support for banking services
- Assisted in data entry and record-keeping tasks

Education

Diploma in Banking and Finance

University of Manchester | December 2016

Technical Skills

Banking & Financial Services:

- Retail Banking
- Commercial Banking

Insurance & Investments:

- Bancassurance
- Mutual Funds

Soft Skills:

- Teamwork
- Customer Service
- Communication