

OLUBUNMI OLASHORE

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Ajah, Lagos, Nigeria

PROFILE

Accomplished Operations and Customer Service Manager with over a decade of experience in formulating strategies and improving performance, while ensuring full compliance within the organization. Duly skilled in operational risk management, customer experience management and staff development with a view to devising cost-saving initiatives that promote business growth. Efficiently mentors team members while deploying creative ways to increase the quality of customer service and implement best practices across all levels. Open to new and challenging positions to impart expertise.

HIGHLIGHT OF SKILLS

- Performance and Team Management
- Staff Training and Development
- Credit Monitoring and Retail Banking
- Planning and Strategy Development
- Business Negotiation
- Conflict Management
- Business Process Optimization
- Financial Analysis and Risk Management
- Market Research and Development
- Report Writing and Documentation
- Project Management
- Relational and Communication Skills
- Copywriting

EXPERIENCE

Liberated Resources/Meragon Properties Director

August 2019 till date

Union Bank Plc, Lagos Branch Service Manager June 2019

November 2015 –

Served as the Branch Service Manager for the Adeola Odeku and the Muri Okunola branch, both in Lagos.

- Directing all operational aspects including customer service, teller and vault administration, inter-branch transactions, ATM management.
- Assessing local market conditions and identifying current and prospective sales opportunities.
- Developing forecasts, financial objectives and business plans.
- Managing budget and allocating funds appropriately.
- Locating areas of improvement and proposing corrective actions that meet challenges and leverage growth opportunities.
- Sharing knowledge with other branches and headquarters on effective practices, competitive intelligence, business opportunities and needs.
- Addressing customer and employee satisfaction issues promptly.
- Adhering to high ethical standards, and complying with all regulations/applicable laws. • Providing reports on market movement and penetration.

KEY ACHIEVEMENTS:

- Successfully led both branch to achieve an ATM performance of 90%. A notable increase from previous years.

Union Bank Plc Head, Branch Operations November 2015

December 2013 –

Served as the Head of Branch Operations for the Broad Street, Lewis and the Union Bank Head office in Marina, Lagos.

- Minimized exposure to and impact of operational risks inherent in the branch's operations.
- Participated in projects and resolved problems during different stages from project initiation to its implementation.
- Optimized workflow of the supervised business routine, so as to enhance operating efficiency and cost-effectiveness.
- Provided quality leadership which translated into conducive work environment and overall employee satisfaction.
- Applied established policies, processes, procedures and tools in achieving compliance requirements, optimal efficiency, resource utilization and cost containment.

KEY ACHIEVEMENT:

- Optimized the branch's operational processes to achieve a 90% customer satisfaction rate from the previous 75%.

Stanbic IBTC Bank, Lagos

Head, Branch Operations and Service Support

August 2006 – December

2013

- Improved customer service experience, engaged customers and facilitate organic growth.
- Ensured compliance with company and industry policies and procedures.
- Controlled resources and utilized assets to achieve qualitative and quantitative targets.
- Analysed and mitigate potential risks for various issues for branch operations.
- Managed all resources and coordinated with staff to provide support to all branch operations.
- Developed strategies, maintained effective customer services programs and achieved all customer expectations.
- Increased the overall productivity of the branch by implementing relevant employee training, budgeted effectively, eliminated inefficiencies and captured growth opportunities.

IBTC Chartered Bank

Customer Relationship Officer

2003 –

2006

- Mobilized deposits from high net-worth individuals and small businesses.
- Settled expense invoices for staff and third-party contractors.
- Collaborated with internal teams to address customers' needs.
- Scheduled regular meetings with customers to ensure they were satisfied.
- Acted as point of contact for complaints and escalated issues as appropriate.
- Prepared regulatory returns and issued foreign exchange required to customers.

EDUCATION

- **Master of Business Administration** – U niversity of Ilorin Nigeria **2005**
- **BSc in Business Administration** – U niversity of Ilorin, Nigeria **1996**

TRAINING AND CERTIFICATIONS

- Effective Customer Service training, Union Bank PLC **January 2014**
- Effective Teaming, Stanbic IBTC Bank **January 2008**
- Achieving Stellar Service, Stanbic IBTC Bank **January 2008**
- Thrive in Change, Stanbic IBTC Bank **January 2008**
- Treasury Operations for Beginning, Regent Bank **2005** **April**
- Know Your Customer (KYC) training, Regent Bank **2005** **April**
- Customer Service Excellence, Regent Bank **May 2004**

AWARD AND RECOGNITION

- Recipient, Most Customer-centric Award – Stanbic IBTC

