\*\*IGE MARY MONIOLUWA\*\*

Sammy House, Kajola, Ilesa, Osun State

Phone: 08100326556

Email: maryige56@gmail.com

\*\*PERSONAL DETAILS\*\*

- Date of Birth: 07/03/1996

\*\*CAREER OBJECTIVE\*\*

Highly dedicated, resourceful, and results-driven professional with experience in effectively managing administrative functions and overseeing various office duties to maximize efficiency. Skilled in coordinating accounting processes and loan-related functions such as account reconciliation and documentation. Seeking a challenging position in a reputable organization to further develop my skills and knowledge.

\*\*WORK EXPERIENCE\*\*

- \*\*Bright Hope Multipurpose Investment Limited, Ilesa, Osun State\*\*

\*Credit Officer\*

January 2022 - August 2022

- Managed loan-related tasks, including reviewing loan requests and assessing clients' financial status professionally.

- Maintained updated records of loan applications for effective bookkeeping and record management.

- Monitored the progress of existing loans, and proactively followed up with clients for renewals.

- Achieved a 96% resolution rate for customer complaints, leading to 100% customer satisfaction.

- \*\*Raodat Suadai Nursery and Primary School, Erin Ile, Kwara State\*\*

\*Administrative Assistant (NYSC)\*

November 2020 - November 2021

- Managed document both online and offline and student records to enhance existing record management systems.

- Assisted in general office and school maintenance, promoting good hygiene practices significantly.

- Reduced administrative costs by 2% through effective management of office equipment, preventing breakdowns.

- \*\*Peopleplus Management Service\*\*

September 2022 - September 2024

- Handled various customer transactions, including cashing checks, deposits, withdrawals, transfers, loan payments, etc.

- Provided information on new products and directed customers to branch representatives as needed.

- Reconciled cash drawers, counted and packaged currency, and ensured proper banking procedures.

- Delivered exceptional customer service, offering solutions with a positive demeanor.

\*\*EDUCATION HISTORY\*\*

- \*\*Obafemi Awolowo University, Ile Ife\*\*

Bachelor of Science (B.Sc) in Zoology, Second Class Lower Division

2015 - 2019

- \*\*Abaja Olowu group of schools, Modakeke, Ile Ife, Osun State\*\*

Senior Secondary School Certificate

2011 - 2014

\*\*PROFESSIONAL TRAINING\*\*

- Human Resources Management, Obafemi Awolowo University

\*\*PROFESSIONAL SKILLS\*\*

- Excellent customer care knowledge

- Clear communication skills (Verbal and Written)

- Proficient in bookkeeping and data management

- Strong decision-making abilities

- Effective team management and interpersonal skills

- Sound computer and IT proficiency

- Skilled in problem-solving

- Strong numerical and analytical capabilities

- In-depth knowledge of administrative duties and resource management

\*\*REFERENCES\*\*

- Adesokan Oluwagbenga Moses

Barrister, Federal Judicial Service Commission, Abuja

Email: madesokan@yahoo.com

Phone: 08033139504

- Victor Jato-Olaolu

Customer Experience Lead, Engie Energy Access, Nigeria

Email: bvictor30@yahoo.com

Phone: 08164629097