

ekonganosongiwowo@yahoo.com

07030155012, 08116206388

Behind Sokaphill Supermarket,  
Amarata, Yenagoa, Bayelsa State.

## EDUCATION

The Federal Polytechnic,  
Idah, Kogi State.

HND, Metallurgical/Materials  
Engineering.  
2012

Akanu-Ibiam Federal Polytechnic,  
Unwana, Afikpo-Ebonyi State  
ND, Glass and Ceramics Tech.  
2009

## SKILLSET

EFFICIENCY IMPROVEMENT

QUALITY CONTROL(QC)

TECHNICAL TROUBLESHOOTING

ANALYTICAL SKILL

GOOD COMMUNICATION SKILL

ABILITY TO TRANSFER KNOWLEDGE OR  
IDEAS

TEAM PLAYER AND GOOD INTER-  
RELATIONAL SKILL

GOOD WRITING AND LISTENING SKILL

## TRAINING

Annual ethics and  
compliance certificate  
programmed (chartered  
institutes of bankers of  
Nigeria) 2022

Professional conduct and  
ethics certificate  
(chartered institutes of  
bankers of Nigeria, 2021.

Skill acquisition and  
entrepreneurship

Development on paint  
production through NYSC,  
2013

Sensitization workshop on  
repositioning of technical  
and vocational educational  
technology towards self -  
sustenance through the use  
of local content, 2009.

**EKONG**

**ANOSONG IWOWO**

## CAREER OBJECTIVES

**Efficient and Effective Engineer Seeking a position in an organization where my skills and competence will be further developed and utilized to enable the organization to achieve her corporate objective.**

## EXPERIENCE

### HEAD OF CUSTOMER SERVICE (HCS)

**Heritage Bank.104 Melford Okilo Road Mgbj Junction.  
Yenagoa**

**JUNE-2022, till date.**

- ❖ Ensuring the effective/efficient implementation of Bank-wide policies with respect to branch customer services.
- ❖ Coordinate activities of the service delivery team.
- ❖ Ensure adherence of team members to the bank's service charter, policies and procedures.
- ❖ Execute sales for all consumer banking products of the bank.
- ❖ Promptly resolve customer issues and complaints on customer service related matters.
- ❖ Oversee and monitor standardization in customer service delivery across the branch especially retail customers to ensure consistency of service delivery bank-wide.
- ❖ Provide feedback to the branch service manager on the activities and service delivery status in the branch.
- ❖ Ensure the maintenance of a suitable ambiance in the banking hall.
- ❖ Review customer's requirements and develop strategies for improvements.
- ❖ Manage customer's applications and perform registration follow-up activities.
- ❖ Review customer account opening documents for completeness.
- ❖ Ensure efficient service delivery on customer account management activities-account opening, cheque printing, standing order etc.
- ❖ Maintain safe custody of cheque books, customer's file and signature cards.
- ❖ Provide other units/branches with customer-related information.
- ❖ Manage the issuance of customer's monthly account statements.
- ❖ Evaluate the level of customer satisfaction through the conduct of surveys and initiate corrective measures to address issues observed.
- ❖ Reviewing all processes within the service area and suggesting improvement if need be.

## HOBBIES

Football, reading, writing, and  
volley ball.

### **HEAD TELLER, Heritage Bank.104 Melford Okilo Road Mgb Junction. Yenagoa      OCT 2020 –JUNE 2022**

- ❖ Manage daily teller operations, ensuring that all tellers are effectively responding to customer inquiries.
- ❖ Monitor and analyze teller operations providing feedback and guidance to tellers in order to improve efficiency and customer service.
- ❖ Train and develop new and existing tellers in order to ensure they are knowledgeable about bank products and services.
- ❖ Maintain a professional demeanor at all times and ensure tellers adhere to bank policies and procedures.
- ❖ Ensure all teller transactions are accurately and promptly processed.
- ❖ Balance teller drawers and reconcile all cash discrepancies.
- ❖ Monitor and approve off-site cash transactions.
- ❖ Assist customers with complaints and inquiries.
- ❖ Daily call over of tellers tickets before handing them over to the resident control officer(RCO)

ATM management

### **QUALITY CONTROL OFFICER**

#### **GLASSFORCE LIMITED, ABA. ABIA STATE    DEC 2015- OCT 2020**

- ❖ Testing and assessing products
- ❖ Identifying product defects or potential issues and determining what to do to resolve the issues.
- ❖ Records and reports issues.
- ❖ Supporting process improvements throughout the testing and quality assurance processes and also making necessary product repairs.
- ❖ Ensure raw materials and finished products meet specifications through meticulous examination and precise measurement tools.
- ❖ Verify products meet industry standards, company policies, and regulatory requirements by staying updated on quality regulations.
- ❖ Oversee production stages to uphold consistent quality standards and identify areas for improvement in machinery and workflows.
- ❖ Maintain, test and troubleshoot all instrumentation devices.
- ❖ Attempt repairs on broken or damaged products to determine the best way to scale those repairs.

- ❖ Ensure adherence to safety protocols during inspections and production activities to promote a secure workplace for all personnel.
- ❖ Inspect raw materials to ensure consistency and integrity.

**PHYSICS TEACHER, GOSHEN HIGH SCHOOL OBUBRA.  
CROSS RIVER STATE.**

**April 2014 – DEC 2015**

- ❖ Understanding curriculum requirements, and creating syllabi, lesson plans and educational content that satisfy these requirements.
- ❖ Analyzing the needs, strengths, and weaknesses of students and structuring lessons and assessments around them.
- ❖ Adjusting teaching methods to suit different groups of learners.
- ❖ Creating engaging, stimulating lesson plans and asking frequent questions to make sure students are on track.
- ❖ Providing extra support to students that require it, and more challenging tasks to those who are ahead of the class.
- ❖ Keeping abreast of developments and research in the field, and using this to ensure lessons are relevant.
- ❖ Reporting any progress issues to the head of the school, as well as the parents.
- ❖ Attending meetings, training sessions, workshops, conferences, and other continuing education initiatives.
- ❖ Supervising lab sessions, delivering practical demonstrations, and accompanying students on field trips.
- ❖ Keeping the line of communication open between students, staff, and parents.

**REFREES**

**DR. BONIFACE AGO,  
UNIVERSITY OF CALABER TEACHING  
HOSPITAL,  
CROSS RIVER STATE.  
08184094505.**

**SP JAMES UJI,  
NIGERIA CORRECTIONAL SERVICE,  
CROSS RIVER STATE.  
07035356096.**