

## ERIIFEOLUWA FIYIN MOFOLUWAWO

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### SKILLS

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**Data Analysis:** Excel, MySQL

**Data Visualization:** Power BI, Tableau

**Project management tools:** Trello, Jira

**Problem solving, Communication, Teamwork:** McKinsey Academy: Forward Advanced level course

**Other tools/skills:** HTML, CSS, Financial analysis, Google Data Analytics Certificate

**Portfolio:** <https://eriufe.github.io/>

### EXPERIENCE

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2022 till date

#### **Product Analyst (Payments & Collection products – Transaction Banking) Union Bank of Nigeria PLC**

- Reviewed documentation such as Business requirement documents, for API integration and product/process improvements, and service level agreements for partnerships
- Managed KPI dashboards for periodic monitoring of product/budget performance
- Conducted market analysis, and review of customer transactional data to drive business intelligence, towards increasing the bank's share of customer wallet (mainly in collections and Tax payments)
- Drafted business proposals for prospecting new customers
- Managed customer relationships through onboarding, identifying, and resolving customer disputes

2019 – 2022

#### **Product Manager (Merchant Acquiring) FirstBank Nigeria Limited**

- Managed a N220 billion merchant collection business covering Lagos, Western and Northern Nigeria (90% growth over 2years)
- Drafted and reviewed documentation such as Business requirement documents (BRDs), standard operating procedures, and service level agreements for product/process improvements, partnerships and regulatory or control requirements
- Analyzed new product offerings, including competitive environment, to identify key patterns and trends, resulting in the sustenance of the banks market share
- Implemented revenue assurance program resulting in recovery of \$100k dollars in both lost revenue and excess costs (I have expert knowledge of Acquiring P&L)
- Managed the Bank's relationship with industry stakeholders (card schemes, NIBSS, PTSPs, PTADs, Switches & Payment processors, Telcos)
- Deployed a business process automation project which resulted in a 1-hour (daily) time saving, freed manual resources for other tasks, and helped the Bank meet regulatory requirements
- Implemented data management procedures which improved asset utilization/tracking by 50% within 3 months
- Identified and converted potential sales leads for our digital products working with the relationship team
- Created KPI dashboards for monitoring daily and weekly product/budget performance

2018 – 2019

#### **Research Intern NISER (Political and Governance Policy Research Department)**

- worked as part of a research team that designed field studies and mapped out stakeholders, as part of the annual departmental research program.
- Researched and published a paper on the [failure of governance and violent extremism](#) in line with departmental research goals.

### EDUCATION

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2016 – 2017

**Master of Science: Organic Chemistry;** University of Ibadan, Ibadan

2010 – 2014

**Bachelor of Science: Industrial Chemistry;** University of Ibadan, Ibadan