

## ERIIFEOLUWA FIYIN MOFOLUWAWO

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### SKILLS

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**Data Analysis:** Excel, SQL, R

**Data Visualization:** Power BI, Tableau,

**Project management tools:** Trello, Jira

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

**Other tools/skills:** MS Office, Accounting proficiency/Financial analysis, Jobberman Soft Skills training

### EXPERIENCE

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2022 till date

#### **Product Manager (Collection products – Corporate Banking) Union Bank Nigeria PLC**

- Reviewed documentation such as Business requirement documents (BRDs), for product/process improvements, and service level agreements for partnerships
- Created KPI dashboards for periodic monitoring of product/budget performance
- Managed customer relationships through onboarding, handholding, and identifying and resolving customer disputes and account reconciliation

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)
- Created 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
- Expert in identifying and resolving customer disputes and account reconciliation

2018 – 2019

#### **Policy 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 project.
- 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