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|  | | **AMEDU JULIUS ELEOJO**   |  |  |  | | --- | --- | --- | |  | Experience |  | |  |  |   **Business Development Executive**  *Sonora Capital and Investment limited Ikoyi, Lagos ~ July, 2019 to date*  .   * Continuous tracking and assessing competitor offering structures in terms of product and pricing plans * Responsible for management of all clients support processes. * Responsible for developing and delivering a customer contact strategy to achieve repeated sales, upsell goals, optimise customer satisfaction and loyalty. * Sales presentation to clients or Company, improved on new products and services. * Achieving monthly sets target and generating revenue as regards assigned targets. * Regular reporting of sales activities. * Responsible for gaining understanding of customers’ needs and offering services that fulfil those needs to the extent permitted by regulations   **Sales & Service Associate**  *Union Bank Plc/Ndackson & Co , Lekki, Lagos ~ January 2016 to July, 2019*  .   * Responsible for improving in-branch experience through direct customer engagement and courteous service. * Increase deposit growth and products and services. * Ensure timely and periodic preparation and rendition of reports to internal and external parties * Maximizing sales opportunities at branch level. * Ensure friendly and timely service delivery to customers. * Migrating existing and new customers to cheaper alternate channels. * Attend to all customer complaints and enquiries. * Ensure prompt TAT in line with SLA for all products and services.   **Customer Service Officer**  *Union Bank Plc/Ndackson & Co Lekki Lagos ~ March 2014 - December2015*  .   * Ensure friendly and timely service delivery at all customer service units. * Review account opening documents and ensure timely opening of the accounts on the system for all requests with the required documents/referral. * Attend to customer complaint and inquiries. * Timely acknowledgement of MICR cheque issued on the system. * Ensure timely and accurate processing of standing instructions. * Account management and reactivation. * Process of legal search request.   **Personal Financial Consultant**  *First City Monument Bank Plc, Damaturu Yobe State ~ March 2007- January 2011.*   * Prospecting for new clients/business opportunities. * Responsible for maintenance calls on existing customers and follow up on inquiries and problems to retain customers. * Supervising the activities of sales agents. * Develop new loans and deposit opportunities with prospects. * Manage loans and depository relationships as assigned. * Analyse and interpret financial data and recommend on credit worthiness of customers. * Assist branch team in meeting and exceeding all branch assigned goals and objectives. * Maintaining database information on existing relationships/prospect.  |  |  |  | | --- | --- | --- | |  | Qualifications |  | |  |  |   **BSc(Hons) Business Administration**  *Ahmadu Bello University Zaria, Kaduna State ~ 1999 - 2002*  **A Levels**  *School of Preliminary Studies ,A.B.U Zaria ~ 1999*  **SSC (O Levels)**  *St Peters College Idah,Kogi State ~ 1990-1996*   |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | |  | Skills |  | |  |  |  * Good people skills * Good customer service skills. * An enthusiastic team player with strong communication and interpersonal skills. * High level of integrity and honesty. * Strong business sense and ability to forecast major shifts in the marketplace * Understanding of what drives demand in the market * Expert negotiator * Expert mentor and coach | |  |  |  | | --- | --- | --- | |  | Memberships |  | |  |  |  * Graduate member Nigeria Institute of Management. |  |  |  |  | | --- | --- | --- | |  | Accomplishments/Trainings |  | |  |  |   Enhancing Customer Experience, Professional Gems Associates Lagos November, 2017.  Successfully Managing assigned accounts of over =N=1Billion Naira.  Continuously maintaining monthly incremental balance of =N=3m and 3,000 assigned accounts.  Successfully maintaining 1% customer attrition rate with over 99% active assigned accounts.  Exceptional Customer Service, Edgecution 2015.  Basics of Financial Planning Banker’s Academy, July 2010.  Effective Selling & Marketing Skills Dale & Parker Consulting, Lagos .2008  Marketing & Relationship Management Hands-on Consulting, Lagos, 2008  Meeting Exceeding Sales Target.  Introduction to redits/Basic Accounting Practices B Adedipe Associates Lagos. 2008.   |  |  |  | | --- | --- | --- | |  | Interests |  | |  |  |   Making friends, Music, sports, travelling and surfing the net.   |  |  |  |  | | --- | --- | --- | --- | |  | References |  |  | |  |  |  |   Available on request. |
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