

OLUPONA HAMMED ADENIYI

Customer/Client Operations, Fraud, KYC/AML Management

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SKILLS

Technical Skills: SQL, Tableau, PowerBI, MS Excel (Pivot tables, VLOOKUP), Jira, Clickup, Intercom, Slack, Databases Utilization, Statistics, Data Modeling, Data Visualization, Data Quality Assurance, Data Annotation, Project Management, KYC/AML Due Diligence.

Soft Skills: Attention to detail, Critical thinking, Communication, Teamwork, Problem-solving, Collaborating, Adaptability, Customer Service.

WORK EXPERIENCE

EASTON TECHNOLOGY LLC

Florida, USA (Remote).

Client Operations Associate

Aug 2022 – April 2024

- Orchestrated the seamless onboarding of over 5 high-value clients, ensuring compliance with KYC regulations and minimizing onboarding time by 20%.
- Utilized data analytics tools to analyze client transaction data, identifying opportunities for process optimization and presenting findings that led to a 15% increase in operational efficiency.
- Developed and delivered training sessions for new hires on client operations procedures, increasing the client satisfaction rate for new hires by 25%.
- Monitored industry regulations, ensuring the continuous compliance of client operations processes to financial regulations and industry standards.
- Developed and maintained revenue dashboards and reports for senior management, providing actionable insights.
- Identify areas for improvement by regularly conducting a thorough assessment of the current operational processes.

THE FUNDED TRADER

Florida, USA (Remote)

Disputes, KYC/AML Manager

Mar 2022 – August 2022

- Saved more than \$50,000 by investigating and identifying fraudulent activities at the Funded Trader.
- Daily inspection of transactions, as well as the inspection of accounts to avoid discrepancies by capturing, analyzing, and documenting evidence of suspicious transactions.
- Monitoring various KYC verification processes to flag, investigate and off-board fraudulent users
- Developed and implemented fraud prevention policies and procedures.

Customer Success Associate

Jun 2021 – Mar 2022

- Served as the first point of contact for users and creators, handling inquiries via Intercom.
- Helped the Funded Trader acquire a high number of users by supporting them through their research to investment journey.
- Handled client onboarding and documentation for new users on the platform
- Drove productivity - track and monitor performance/progress daily, flagging anomalies instantly and providing weekly feedback.
- Upheld a high standard of client satisfaction by providing prompt, efficient, and amiable assistance.
- Collaborated with other team members to address complex customer concerns and escalate issues when necessary.

TREMENDO DIGITAL SERVICES

Lagos, Nigeria (Remote)

Cofounder/Head of Operations

Jun 2018 – Present

- Formulated an effective business strategy to help the company run smoothly
- Implemented processes and standards to improve workflow efficiency
- Provided regular reports on operational performance and suggest feasible strategies for improvement
- Managed Payrolls for Contractors and Staff.

HUGO TECHNOLOGIES

Chicago, IL(Remote)

Data Annotator

Mar 2021 – Apr 2022

- Made use of the bounding box annotation technique to annotate data in the form of texts, images, and videos through an open-source data annotation tool.
- Carried out object detection annotations on images and videos for applications in various technological innovations like self-driving cars, object trackers, etc.

- Annotated products in images using the bounding box annotation technique through a client-owned data annotation tool. Which was applied in the E-Commerce industry.
- Tagged images and videos using the ImageCat technique through the client-owned tool. Tags are words used to classify different data for machine understanding.
- Annotated and Labeled the different features in the Human head/face using the polygon tool and the segmentation technique. Also made use of connecting dots for facial annotation which is used for facial recognition technology.

TOLARAM GROUP

Graduate Trainee (Sales)

Lagos, Nigeria

Aug 2020 – Apr 2021

- Critical to driving growth and adoption for a new sales automation service by managing different sales resources in the effective utilization of the platform to achieve set target.
- Managed and led a team of Field Sales Representatives in various territories, conducting sales territory analyses.
- Identified and exploited business opportunities in various routes, closing sales and increasing productivity in the route by about 22%.

ADCONCEPTS NG

Business Development Intern

Lagos, Nigeria

Jul 2019 – May 2020

- Identified and contacted over 50 current, prospective customers and partner companies
- Utilized social media platforms to promote the products of the company
- Created over 20 client proposals and handled new job briefs

EDUCATION & CERTIFICATIONS

UNIVERSITY OF LAGOS

2014 - 2018

Bachelor of Science (B.Sc. Hons.) Business Administration

Second Class Upper – 4.01/5.00

Relevant courses: Business Law, Entrepreneurship, Finance, Human Resource Management, Management Theory, Marketing, Organizational Behaviour, Principles of Management, Psychology, Production, and Sales

PROJECT MANAGEMENT INSTITUTE

2023

Project Management Professional (PMP) Certification

ACCOMPLISHMENTS/MEMBERSHIPS/TRAINING

- Co-founder, Tremendo Digital Services **2018**
- Member, Nigerian Institute of Management (Nigeria) **2018**
- Sales Management Executive Training, Red Bull Nigeria **2018**
- Delegate, United Nations Sustainable Development Goals Symposia, Pan Atlantic University **2016 – 2018**

EXTRA-CURRICULAR ACTIVITIES

General Secretary, Business Students' Association, University of Lagos

Jan – Sep 2018

- Member of a 15-man team that executed the first Business Idea Challenge at the University of Lagos
- Planned and executed 2 charity events targeted at promoting UN Sustainable Development Goals
- Planned and organized a series of activities aimed at promoting students' development and exposure to the 21st Century business environment including an oratory symposium, industrial tour, and sports festival