



**AKOREDE SAMUEL AYORINDE**  
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## Objective

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To work in high-grown organization with a competitive and challenging environment that creates an ideal condition for delivering high quality services.

## Experience

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- ECOBANK NIGERIA LIMITED**  
COOPERATE CLIENT CARE  
. Respond to queries and enquiries from correspondent banks and customers for quick resolution of any challenge.  
  
• Key deal member in the booking of an Import finance facility (IFF) and overdraft facilities.  
• Identifying customer needs and taking proactive steps to maintain positive experiences.  
• Responding to customer queries in a timely and effective manner, via phone, email, social media, or chat applications.  
  
Analyzing customer feedback on product ranges and new releases, as well as preparing reports.  
  
• Documenting processes and logging technical issues, as well as customer compliments and complaints  
  
• Keeping informed of industry trends and new CRM technologies

**AUG-2021**
- LAMPRO EXPRESS**  
ADMINISTRATIVE OFFICER  
Receiving and processing communication channels, including email, phone, and physical mail  
  
Assisting human resources department with payroll and personnel database.  
  
Ensure functionality of necessary office equipment, and requisitioning new equipment and supplies as needed  
  
Creating reports and memos for managers and senior-level officers as needed  
  
Offer assistance in organizing events, including ordering materials and requisitioning meeting spaces

**2020 - 2021**
- MATECO INDUSTRIES W/A LIMITED**  
HUMAN RESOURCES OFFICER  
Support the development and implementation of HR initiatives and systems  
  
Provide counseling on policies and procedures  
  
Be actively involved in recruitment by preparing job descriptions, posting ads and managing the hiring process  
  
Develop training and development programs  
  
Support the management of disciplinary and grievance issues  
  
Maintain employee records  
  
Review employment and working conditions to ensure legal

**MAY- 2020 - OCT-2020**
- FIRST CITY MONUMENT BANK**  
CUSTOMER CARE OFFICER/BULK TELLER  
Provide splendid customer services to customers in a friendly and courteous manner at all times

**FEB-2015 - APR-2016**

Have sufficient knowledge about the banking products and services and respond to all inquiries accordingly

Inform and suggest new banking products to customers

Provide information to customers on their account status and account balances

Establish and promote cordial relationship with customers.

Be involved in performing some financial related and marketing transactions

## Education

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- **ACE COTERIE CONSULTING INSTITUTE** **2021**  
CERTIFICATE IN HUMAN RESOURCES MANAGEMENT  
**90**
- **ACE COTERIE CONSULTING INSTITUTE** **2021**  
CERTIFICATE IN CUSTOMER SERVICE & RELATIONSHIP MANAGEMENT  
**88**
- **FEDERAL POLYTECHNIC BIDA** **2018**  
HIGHER NATIONAL DIPLOMA IN BUSINESS ADMINISTRATION AND MANAGEMENT  
**3.36**
- **NIGER STATE POLYTECHNIC ZUNGERU** **2014**  
NATIONAL DIPLOMA IN BUSINESS ADMINISTRATION AND MANAGEMENT  
**4.46**

## Skills

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- Transparency and accountability  
Communication skills  
Decision making skills  
Microsoft office skills  
Basic computer knowledge

## Language

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- Fluent conversational and well written English.  
Fluent and conversational in Yoruba and Hausa language.

## Achievements & Awards

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- \*Certificate in human resources management  
\*Certificate in customer service relationship management.  
\*Certificate of Soft skill training with jobberman.  
\*One year Successful industrial training.  
\*Certificate of stewardship as a PRO.  
\*Certificate in computer application.

## Activities

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- Excellent interpersonal skills.  
Ability to multitask.  
Ability to work with little or no supervision.  
Extremely hardworking.  
Ability to work as a team in achieving goals.  
Organizing daily and weekly schedule.