

TOLASE ABOSEDE OLUWASEYI
No.30a, Eldorado by Airport Road, Nassarawa, Kano
Email: tolaseabosedegmail.com
Tel: 08067880931, 08077845446

PROFESSIONAL SUMMARY

Ambitious and intelligent individual with an advanced communication skills and an in-depth knowledge of finance principles. Possess excellent work record and strong leadership skills with over 5 years experience in financial services and banking industry

EDUCATION

FEDERAL COLLEGE OF AGRICULTURE AKURE ONDO STATE 2013 – 2015
Qualification obtained: **Higher National Diploma (HND)** Agricultural Extension

NATIONAL SERVICE CORPS 2016 - 2017

Government Secondary School, Jogana Kano

Role: Classroom Teacher

WORK EXPERIENCE

2018 till current

UNION BANK PLC

No.37, Niger Street/MM Way, Kano

Customer Service Representative

Key Responsibilities

- Set up and manage customers accounts including managing cheque, cash and direct debit payments and withdrawals.
- Deal with customer enquiries, including resolving common issues related to debit cards, credit, loans, and savings accounts, ensuring a satisfactory resolution
- Discuss financial products and services that would benefit the customer such as credit card, retirement accounts, insurance policies, and cheque books
- Maintain detailed records on all customer transactions and meeting with potential new banking customers to explain all the services and features the bank has to offer

Key Achievements

- Created distinct strategy to expand the sale of additional banking products and services which resulted in a large increase in annual branch revenue
- Identified customers' needs, developing sales strategies, negotiating and closing profitable accounts with an 85% success rate
- Proactively contacted existing customers to offer value-added products and services
- Resolved difficult customer situations effectively while delivering professional customer service, achieving maximum satisfactory goals

2017

ACCESS BANK PLC

Direct Sales Executive

- Devised and executed business development strategies attracting and acquiring new customers
- Managed customer's transactions quickly, accurately, and efficiently, while adjusting speed to traffic flow
- Understood and complied with bank policy, laws, and regulations
- Collaborated in client's engagement and relationship development resulting in numerous increase of new contacts

CORE QUALIFICATIONS AND SKILLS

- Excellent oral and written communication
- Customer account management
- Complaint resolution
- Team motivation and leadership
- Report preparation
- Ability to multi-task
- Integrity and honesty
- Microsoft office and CRM
- Data entry and technical support
- Customer record/service

PROFESSIONAL CERTIFICATE

- Chartered Institute of Management and Leadership

HOBBIES

Reading, Traveling and Meeting new people

REFERENCES

Available on request