

AUGUSTINE MOSES DESTINY

Operations, Administrative & Financial Services Professional

3, Adam Jubril Close, Iju-Ishaga, Lagos, Nigeria

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PROFESSIONAL SUMMARY

Versatile and results-driven Public Administration graduate with over 2 years of cross-functional professional experience bridging Office Administration, Financial Operations, and Customer Relationship Management. Proven track record in executing high-volume financial transactions with zero cash discrepancies, maintaining confidential personnel records, preparing executive departmental reports, and elevating client satisfaction scores. Highly proficient in enterprise tools including Flexcube TPS, Zoho CRM, and Microsoft Office Suite (Advanced Excel). Adept at navigating regulatory compliance, streamlining operational workflows, and delivering high-touch stakeholder engagement in fast-paced environments.

CORE COMPETENCIES & TECHNICAL SKILLS

- **Financial Operations & Control:** Cash Handling, Deposits & Withdrawals, Daily Balancing & Cash Reconciliation, Vault & ATM Custodianship, Transaction Processing, Financial Compliance.
- **Office Administration & HR Support:** Records Management, Document Control, Workflow Optimization, Mail Dispatch, Executive Monthly Reporting, Archive Maintenance, Data Integrity.
- **Customer Relationship Management:** Client Engagement & Retention, Inquiry Resolution, Dispute Handling, Stakeholder Communication, Front-Office Operations, CRM Logging.
- **Software & Enterprise Tools:** Flexcube TPS, Zoho CRM, Microsoft Office Suite (Excel, Word, PowerPoint, Outlook), Electronic Document Management Systems (EDMS).
- **Professional Strengths:** Numerical Acumen, Strict Data Confidentiality, Multi-tasking, Problem-Solving, Audit Readiness, Target-Oriented Execution.

PROFESSIONAL EXPERIENCE

Education District 1, Lagos| Lagos, Nigeria

Intern Assistant Secretariat (Department of Administration & Human Resources) November 2024 -November 2025

- Managed confidential personnel records by preparing and compiling service records and confirmation files for retired public service personnel with 100% data integrity.
- Consolidated, reviewed, and generated monthly departmental performance and administrative reports submitted to senior leadership for operational planning.
- Administered inbound and outbound official mail dispatch, streamlining inter-departmental communication and record tracking.
- Supervised physical and digital archiving systems, reducing document retrieval time across administrative divisions.

- Provided high-level administrative support to external stakeholders and retired applicants, delivering empathetic, professional guidance on pension and service documentation.

Access Bank Plc | Lagos, Nigeria

Intern Bank Teller & ATM Custodian (Operations Department) April 2021-January 2022

- Executed hundreds of daily cash deposit and withdrawal transactions with strict accuracy and zero end-of-day cash balancing discrepancies.
- Served as first-line customer engagement representative, identifying customer needs, resolving transactional bottlenecks, and increasing customer satisfaction ratings.
- Maintained sole custody and operation of branch Automated Teller Machines (ATMs), monitoring cash levels, servicing cash vaults, and optimizing machine uptime.
- Conducted daily financial balancing and ledger reconciliation in compliance with internal control policies and Central Bank regulatory standards.
- Leveraged Flexcube TPS and Zoho CRM to log customer requests, monitor transaction flows, and maintain verified customer account profiles.

Starish Company | Lagos, Nigeria

Casual Worker (Operations & Quality Support Associate) August 2020-October 2020

- Collaborated in a cross-functional production and packaging unit to meet strict daily targets while adhering to quality control standards.
- Assisted in inventory documentation and task prioritization, contributing to team efficiency and timely deliverables.

EDUCATION & ACADEMIC CREDENTIALS

Bachelor of Science (B.Sc.) in Public Administration (Second Class Lower)

Olabisi Onabanjo University, Ago-Iwoye, Ogun State | 2021-2024

Higher National Diploma (HND) in Public Administration (Lower Credit)

Federal Polytechnic Ilaro, Ogun State | 2021- 2023

Ordinary National Diploma (OND) in Public Administration (Upper Credit)

Federal Polytechnic Ilaro, Ogun State | 2018-2020

West African Senior School Certificate (WASSCE)

Omolar Comprehensive High School | 2009 -2015

PROFESSIONAL REFERENCES

Available upon request.