

ANTHONY ADEBAYO

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PROFESSIONAL SUMMARY

A target-driven and customer-centric Banking and Finance graduate (HND) with proven experience in client management, account operations, and cross-functional coordination. Adept at managing high-volume service delivery, identifying customer needs, and resolving complex inquiries to ensure client retention. Combines technical financial knowledge with strong negotiation and interpersonal skills to build trust, expand client portfolios, and drive organizational growth.

CORE SKILLS

Relationship Management: Client onboarding, Needs-based discovery, Account retention.

Financial Services: HND in Banking and Finance, Portfolio tracking, Financial product presentation.

Communication: Customer service relations, Public speaking, Conflict resolution.

Operational Excellence: Multi-tasking, Attention to detail, Report writing.

Tools: Microsoft Office Suite (Excel, Word), CRM systems (Familiarity).

PROFESSIONAL EXPERIENCE

LOGISTICS & CLIENT RELATIONS STAFF

CHI LIMITED, Ajoa Estate, Lagos State

June 2017 – January 2020

Client Portfolio Coordination: Managed logistical coordination for key corporate accounts, ensuring a 100% timely delivery rate and high service satisfaction.

Issue Resolution: Acted as the primary point of contact for customer complaints and inquiries, negotiating service recovery options to retain high-value business.

Data Reconciliations: Utilized advanced monitoring tools to generate tracking reports, ensuring accuracy in stock verification and cross-functional communication.

Cross-Functional Collaboration: Partnered with sales, operations, and external vendors to streamline client fulfillment and address operational choke points.

EDUCATION

Higher National Diploma (HND) – BANKING AND FINANCE
2024

2018 -

Osun State Polytechnic Ire, Osun State

Senior Secondary Certificate Examination (SSCE)
2016

2011 -

Edmigan College, Ejigbo, Lagos State

QUALIFICATIONS

HND - Banking and Finance– 2024

Senior School Certificate Examination (SSCE) – 2016

REFERENCES

AVAILABLE UPON REQUEST