



Philip Emmanuel Kemepade

philipkemepade@gmail.com

08161277175/08022838531

<https://www.linkedin.com/mwllte/in/phllp-emmanuel-k.88b8bb223>

CAREER OBJECTIVE

To contribute positively to the growth of an organization while using my managerial skills to manage company's operations, books and processes effectively while expanding my knowledge and skills.

Acquired Skills

- Business Administration and Process Management.
- Skilled in Client Service Management, Organizational, Administrative, and Managerial skills.
- Competent in Ms Office.
- Knowledge of business management Standards and best practices. ○ Very Analytical and Strong Communication Skills

PROFESSIONAL EXPERIENCE

Customer Service Support Officer

First Bank Nigeria Plc, 23rd Festac town Lagos

Sept 2024-Till Date

- Demonstrated ability to work independently as well as collaboratively with other team members.
- Developed strong inter-personal skills through face-to-face interactions with customer.
- Provided excellence customer support service by responding to enquiry in a timely and efficient manner.
- Answering phone calls in a friendly manner and assisting callers with a variety of question.
- Utilized problems solving techniques to resolve customers dispute quickly and timely.
- Recommended products, offerings to customer changing needs

Administrative Manager

First Bank Nigeria Plc, Navy Town Lagos

Aug 2017 - Sept 2024

- Supervising the day-to-day operations of the office.
- Developing, reviewing, and improving administrative systems, policies, and procedures.
- Ensuring the office is stocked with necessary supplies and that all equipment is working and properly maintained.
- Working with the accounting and management teams to set budgets, monitor spending, and process other expenses.
- Collecting, organizing, and storing information using computers and filing systems.
- Supervise procurement & Vendor Management
- Managing Branch registers maintenance and control of rubber stamps, keys and all controlled stationery as well as other assets.
- Process non cash transactions Internal transfers, TTS, TISS, inward and outward cheques

- Purchasing all office supplies for the branch and vendor management and equipment repair management.
- Supervising all clerical staff ranging from Securities to cleaners, drivers and fleets.

Admin / key Account Management Executive
Mutual benefit assurance plc, Lagos

May 2017 - June 2017

- Design and implement effective marketing strategies to sell new insurance contracts or adjust existing ones
- Contact potential clients and create rapport by networking, cold calling, using referrals to make sales.
- Capture the wishes and demands of business or individual customers and sell the suitable protection plans
- Collect information from clients on their risk profiles in order to offer them the proper solution Prepare reports to shareholders on the success of your business endeavors



