

ETIM, EKEMINI SAMUEL

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PROFESSIONAL SUMMARY

Results-oriented banking and customer service professional with experience across relationship management, loan processing, customer support, account opening, logistics and administration. Skilled at understanding customer needs, resolving complaints, supporting financial products, building client relationships and working collaboratively to achieve organizational objectives. Strong communication, analytical, leadership and problem-solving abilities, with a professional approach to customer engagement and service delivery.

CORE COMPETENCIES

- Customer Service & Complaint Resolution
- Account Opening & Customer Onboarding
- Administrative Support
- Report Writing & Presentation
- Relationship Management
- Client Communication
- Logistics & Coordination
- Teamwork & Leadership
- Loan Processing & Financial Products
- Sales & Business Development
- Microsoft Office
- Problem Solving

PROFESSIONAL EXPERIENCE

STERLING BANK PLC

Relationship Manager | 2023 – Present

- Source and support low-cost risk asset opportunities, including business support facilities, education loans, rent finance, LPO financing and distributorship finance facilities.
- Open customer accounts and develop liability-generating relationships in line with business objectives.
- Manage customer relationships, understand client needs and provide timely solutions to enquiries and complaints.
- Maintain professional customer engagement and support retention through responsive service.

TELECON INTERNATIONAL LIMITED

Customer Service Officer | 2022 – 2023

- Handled customer enquiries and provided clear, professional information on products, services and account-related concerns.
- Responded to customer complaints, investigated issues and followed up to ensure satisfactory resolution.
- Maintained accurate customer information and service records while protecting confidentiality.
- Escalated complex issues appropriately and collaborated with relevant teams to improve turnaround time.
- Built positive customer relationships through active listening, empathy and effective communication.

FIRST MONUMENT BANK (FCMB)

Loan Officer | 2022 – 2023

- Introduced and processed loan facility products for customers across federal, state and local government segments.
- Supported the opening of savings and current accounts and assisted customers through onboarding requirements.
- Listened to customer queries and liaised with the customer service department to facilitate appropriate resolution.
- Supported customers with information on loan products and related banking processes.

NATIONAL YOUTH SERVICE CORPS (NYSC)

Class Teacher, Canaan Land International School, Port Harcourt | 2019 – 2020

- Delivered structured lessons using appropriate visual and audio learning methods.
- Provided individualized instruction and encouraged interactive learning.
- Prepared educational materials, assignments and summaries and evaluated student performance.

CEVA LOGISTICS SERVICES

Executive Assistant / Logistic Officer | 2016 – 2018

- Served as a point of contact among executives, employees, clients and external partners.
- Managed information flow, executive calendars and meeting arrangements.
- Supported packing, crating, warehousing, storage and shipment preparation activities.
- Coordinated logistics duties in preparation for site-specific programmes and shipments.

EDUCATION

Ajayi Crowther University, Ibadan, Oyo State — B.Sc. Mass Communication

Heritage Polytechnic, Eket, Akwa Ibom State — OND/HND Mass Communication | 2013 – 2018

Odoro Ikono Secondary School, Ini LGA, Akwa Ibom State — SSCE & NECO | 2006 – 2012

Q.I.C Group School, Nung Ukot Itam, Itu LGA, Akwa Ibom State — First School Leaving Certificate | 1999 – 2006

PROFESSIONAL CERTIFICATIONS & TRAINING

- Human Resource Management (HRM)
- Report Writing & Presentation (RWP)
- Project Management (PM)
- Leadership & Management (LM)
- Risk Management (RM)
- Public Relations & Media (PRM)
- Health, Safety & Environment (HSE) Levels 1, 2 & 3

PROFESSIONAL SKILLS

- Excellent communication and interpersonal skills
- Customer-focused approach with strong problem-solving ability
- Leadership, organization and analytical skills
- Good technical writing and presentation ability
- Proficiency in Microsoft Office and internet applications
- Ability to work independently and collaboratively with minimal supervision
- Adaptable, proactive, result-oriented and willing to learn

ADDITIONAL INFORMATION

Nationality: Nigerian | State of Origin: Akwa Ibom State | Languages: English

REFERENCES

Available upon request.