

IBEZIM EBERECHUKWU FAVOUR Bs.c

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***CAREER OBJECTIVE:** To pursue a mutually beneficial career where I can develop my skills and experience with a clear objective. And to fashion out more creative ways of increasing productivity with existing staff and facilities in the organization by maximizing human relational, organizational and technical skills as well as customers satisfaction.

***PROFILE:**

To be optimistic and make positive impact towards the success of the company that encourages individual contribution, dynamism, team spirit and hard work.

***PERSONAL INFORMATION**

GENDER; Female

NATIONALITY; Nigerian

LOCATION; Lagos

***KEY COMPETENCE**

*Great analytical skills

*Great Team spirit

*Good use of Microsoft Office.

* Strong understanding of banking products, services, and procedures

* Excellent communication, interpersonal and multitasking skills

* Ability to handle customer inquiries, and complaints, and provide effective solutions

* Proficient in using banking software and customer relationship management (CRM) tools

* Sound knowledge of regulatory compliance and confidentiality protocols

*Strong attention to detail and accuracy in financial transactions

*Ability to work effectively in a fast-paced and dynamic team environment

* Fluent in English, Igbo and Yoruba.

***PROFESSIONAL SKILLS:**

*Advanced excel

*Peachtree/Sage50

*Quick Book

EDUCATIONAL QUALIFICATION:

Juelo Kiddies Private Nur & Pry School	(First School Leaving Certificate)	1997-2005
Ijero Junior Girls High School		2005-2008
Great Trinity College	(West African Examination Council)	2008-2011
National Open University of Nigeria	(B. Sc Accounting)	2014-2018
Ahmadu Bello University	(MBA Human Resources)	In-view

WORKING EXPERIENCE:

- | | | |
|--|--|---------------|
| Wema Bank Nig Plc | Position: Customer Service Officer | 2020-Tilldate |
| <ul style="list-style-type: none">*Perform a variety of customer service duties in the bank handle and process transactions, provide customers with more information about bank products and services, and provide clerical and administrative assistance.* Addressing customer inquiries, concerns, and complaints promptly and professionally, striving to exceed customer expectations and provide satisfactory resolutions.* Promoting and cross-selling banking products and services to customers based on their needs, resulting in increased revenue and customer satisfaction*Opening new customer accounts and facilitating the account closing process, adhering to the bank's Know Your Customer (KYC) and Anti-Money Laundering (AML) regulations.*Collaborating with internal departments, such as loan officers and branch managers, to resolve complex customer issues and ensure seamless service delivery.* Maintaining accurate customer records and updated customer information in the bank's CRM system.*Answering inbound phone calls in a fast-paced work environment, providing timely and excellent customer service*Participating in ongoing training programs to enhance product knowledge, and customer service skills, and stay updated on industry trends and regulatory changes | | |
| Eddyson Transport Nig Ltd | Position; Secretary/Customer Service Officer | 2011-2013 |
| <ul style="list-style-type: none">*Issuing of travel ticket, Attending to customers. | | |
| Alaqat Bureau de change | Position: Customer Service Officer | 2013-2016 |
| <ul style="list-style-type: none">*Attending to customers | | |
| Starlight Montessori School | Position; Class Teacher | 2016-2017 |
| <ul style="list-style-type: none">*To teach and Assess Children Performance in Class | | |
| Promise land Suites and Hotel | Position: Receptionist/Waitress | 2017-2020 |
| <ul style="list-style-type: none">*Attending to customers checking in and out of the hotel.*Answering inbound phone calls. | | |

HOBBIES:

- *Teaching,
- *Singing
- *Reading, and Researching (Internet browsing)

REFERENCES:

Base on request.