



JAMES DALYOP PAM

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📍 Opposite Nigerian customs Barracks, State Low-cost, Jos, Plateau State.

📅 2 ndApril 1996 🇳🇬 Nigerian ♂ Male 🔞 Single

PROFILE

Dynamic and versatile professional with a background in public administration and experience in various industries, including banking, hospitality, and agriculture. Adept at managing multiple responsibilities, providing excellent customer service, and working effectively in teams. Seeking opportunities to leverage my skills and experience to drive growth and success.

EDUCATION

2014 – 2016
Plateau State, Nigeria

Plateau State Polytechnic Barkin Ladi
National Diploma in Public Administration(ND)

2010 – 2013
Jos, Nigeria

St Philips Academy, Jos
West African Senior Secondary Certificate Examination

2007 – 2010
Jos, Nigeria

St Philips Academy Jos
Junior Certificate Examination

2007
Jos, Nigeria

Salvation Army Model School Jos
First School leaving Certificate

PROFESSIONAL EXPERIENCE

04/2024

Mutual Trust Microfinance Bank
Relationship Manager

- Built and maintained strong relationships with clients, understanding their financial needs.
- Developed and implemented tailored financial solutions, driving business growth.
- Managed client portfolios, monitoring accounts and providing personalized support.
- Identified new business opportunities, expanding the bank's customer base.
- Provided exceptional customer service, ensuring high client satisfaction and retention.

02/2023 – 03/2024

Kamaru Lounge, Bauchi
Lounge Supervisor

- Supervised lounge operations, ensuring efficient service and high customer satisfaction.
- Managed staff performance, providing training and guidance to enhance skills.
- Maintained lounge ambiance, cleanliness, and organization, adhering to standards.
- Handled customer complaints, resolving issues promptly and professionally.
- Coordinated events and reservations, ensuring seamless execution and customer delight.

07/2022 – 09/2022

Workforce Group Outsourcing (UBA), North Bridge, Makurdi
ATM Custodian

- Managed and maintained ATM operations, ensuring smooth functionality and security.
- Conducted routine checks and maintenance, troubleshooting issues promptly.
- Replenished cash and managed inventory, minimizing downtime and optimizing efficiency.
- Monitored ATM performance, reporting incidents and resolving technical issues.
- Ensured compliance with security protocols, protecting customer transactions and data.

12/2019 – 06/2021

C&I Leasing (UBA), Pankshin
Teller|Customer Service Officer

- Processed customer transactions, ensuring accuracy and efficiency in banking operations.
- Provided exceptional customer service, addressing queries and resolving issues promptly.
- Managed cash and banking transactions, maintaining accuracy and adhering to protocols.
- Maintained customer accounts, ensuring confidentiality and security of financial information.
- Promoted bank products and services, cross-selling and upselling to meet customer needs.

2018 – 2019

Kenpya ventures, Riyom LGA
Cashier

- Managed cash transactions, handling customer payments and providing change accurately.
- Maintained cash register operations, ensuring accuracy and efficiency in transactions.
- Processed customer payments, handling cash, card, and other payment methods.
- Provided excellent customer service, addressing customer inquiries and concerns.
- Reconciled cash transactions, ensuring accuracy and resolving discrepancies promptly.

Divine Grace Enterprise

Store keeper

- Managed inventory, receiving, storing, and issuing stock accurately and efficiently.
- Maintained warehouse organization, ensuring cleanliness, safety, and accessibility.
- Tracked stock levels, monitoring inventory and reporting discrepancies or shortages.
- Conducted stock checks, identifying and resolving inventory discrepancies promptly.
- Ensured proper storage and handling of goods, preventing damage and spoilage.

Plateau Agricultural Development Program

Student Industrial Work Experience Scheme

- Gained hands-on experience in agricultural practices, applying theoretical knowledge.
- Assisted in project implementation, contributing to agricultural development initiatives.
- Conducted fieldwork, collecting and analyzing data on agricultural projects.
- Collaborated with professionals, learning from their expertise and experiences.
- Documented progress, reporting on project outcomes and challenges encountered.



SKILLS

Ability to Adapt to New
Challenging Situation
Quickly



Excellent Communication
and interpersonal skills



Team player



Problem-solving and
adaptability skills



Customer service



INTERESTS

Learning new things

Travelling

Making New Friends



REFEREES

Available upon request