ODEY MARYJANE OMARI
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Date of birth: 25/11/1994

CAREER OBJECTIVE:

To contribute positively towards the success, growth, and development of an organization, this can be achieved with my hard work and integrity.

FUNCTIONAL SUMMARY/EXPERTISE

Highly motivated and detail-oriented professional with over 8 years of progressive experience in customer service, transaction services, and banking operations, complemented by over 1 year of expertise in internal controls and regulatory compliance. Recognized for delivering exceptional customer experiences, ensuring adherence to regulatory standards, and driving efficiency across transactions and internal processes. Adept at resolving complex customer concerns, strengthening client relationships, and supporting operational excellence. A proactive problem-solver with a commitment to process improvement and innovation, focused on creating user-friendly financial systems and maintaining high standards of precision and compliance.

WORK EXPERIENCES:

POLARIS BANK LIMITED:
Industry: Banking
Position: Branch Compliance Officer and Conduct (AML/CFT, KYC) September 2024 - present
Duties:

- Ensuring customer and staff adherence to bank's policy and procedure
- Actively develop and maintain knowledge of AML and criminal trends, methods, and typologies, and subsequently applying these to the assessment of customer identification, verification, and behavioral data to identify unusual activity.
- Ensure required KYC on all accounts documentation and information are obtained and retained for all customers in line with the regulatory requirements and the Bank's KYC policy.
- Daily monitoring and review of local and international transfers against the sanction to identify, detect and investigate prohibited transactions for blocking and reporting.
- Conducting compliance tests to confirm adherence to regulatory directives.
- Safeguard bank's assets and secure the completeness and accuracy of records
- Ensure compliance with applicable laws and regulations in the branch.
- Call over of transactions review of system exception override message report
- Increasing Operational Efficiency of Organization and Ensuring Compliance with Relevant Regulation
- Carrying out spot check and sweeps activities and review of activities in the business offices under coverage, cash count and vault administration.
- Handling Customers complaints at Branch level and Preliminary Investigation of Fraud and other critical issues.
- Risk asset review, risk rating andreporting

POLARIS BANK LIMITED:
Industry: Banking
Position: Transaction Service Officer August 2022- 2024
Duties:

- Open and process all classes of customer accounts, ensuring full compliance with CBN and internal requirements.
- Review and authenticate account opening packages for senior management and compliance units.
- Manage branch account records and lead KYC remediation to maintain compliance standards.
- Handle incoming and outgoing branch communications, ensuring accuracy and prompt delivery.

Customer Service Officer | Apr 2019 – Apr 2022

- Delivered frontline customer support, addressing inquiries, complaints, and service requests with empathy and professionalism.
- Facilitated customer onboarding through account openings and digital banking support.
- Ensured accurate documentation of customer interactions, complaints, and resolutions.
- Supported seamless transactions on internet and mobile banking platforms.

Customer Service Officer | Jan 2016 – Jan 2019

- Handled debit card issuance, BVN enrolments, and account openings.
- Provided operational support to enhance digital banking adoption.
- Maintained up-to-date customer records and filing systems for efficiency.
- Monitored service feedback and implemented improvements to enhance satisfaction.

GUARANTEE TRUST BANK:
Position: Industrial Training Customer Care Service Unit January 2015 – August 2015
Duties:

- Answer questionabout account types and banking product
- Assist customer who are victims of fraud, theft
- Providing solution to all customers complain.
- Supported daily branch operations including bulk cash sorting, reconciliation, and deposit handling.
- Facilitated BVN enrolments and assisted in routine customer service functions.

ACADEMIC QUALIFICATION

HND, Business Administration & Management (Upper Credit) – Fidei Polytechnic, Gboko | 2023

OND, Public Administration – Nasarawa State Polytechnic, Lafia | 2014
NYSC- Exemption Certificate-2025

PROFESSIONAL CERTIFICATIONS

- Pro AML (A Deep Dive into SAR/STR Compliance)
- Institute of Chartered Accountants of Nigeria (ICAN) – In View
- Designated Compliance Professional (DCP) – In View

TRAINING AND WORKSHOPS ATTENDED

- Customer Feeling Training 2018
- Customer Loyal for Life Training 2019
- Fraud Detecting and Internal Control 2019

SKILLS:

- Good Analytical, Proactive, And Interpersonal Skills
- Good Communication Skills
- Good Negotiating Skills
- Good report writing skill.
- Excellent Uses of Computer.

INTEREST:

Career Prospective

HOBBIES:

Travelling, Reading, and researching

REFEREE:

REFERENCES ARE AVAILABLE ON REQUEST.