

OLAITAN ADISA AKOLAWOLE

No. 1, Jejenwa Fashanu street GRA back of ShopRite Ilorin Kwara state

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CAREER SUMMARY:

Knowledgeable Bank Teller and Customer Service Officer with 5 years of banking experience with Access Bank Plc. I am proficient in cash handling, (cash deposit and cash withdrawer) customer service, ATM reconciliation, handling of cheques for both inhouse and OBC, and payments of collections account. I am also an experience Team Lead Account Officer / Account Receivable Officer with 3 years of experience with a supply chain organization (ALERZO limited). I supervise and train other account officer / account receivable officer, cross checking & generating of invoices, managing & collecting payment owed, ensuring timely cash flow & accurate financial reports, payment confirmation, & account reconciliation. I bagged HND in Business Administration which happens to be my highest certificate and some other professional certificate's.

CAREER OBJECTIVE

Contributing the best of my ability in improving the organization objective and to attain professional distinction and proficiency organization, where job satisfaction and growth are guaranteed based on performance and result in injecting genuine idea and making contribution for the development of that organization goal.

WORKING EXPERIENCES:

EMPLOYER: ALERZO LTD

MARCH 1ST2022 – OCTOBER 27th 2025

POSITION:

Account Officer / Account Receivable Officer

PROJECT:

Supply chain

RESPONSIBILITIES:

- Preparing and sending invoices to clients after the sale of products, services and ensuring accurate details.
- Following up with client's payments, managing overdue accounts, and payment negotiation when necessary.
- Maintaining accurate records of all transactions, payment received, and outstanding invoices to ensure proper financial reporting.
- Communication with clients regarding their accounts, addressing any disputes or any issues related to payments.
- Daily reconciliation of accounts. Cash, Bank and customer accounts.

EMPLOYER: ACCESS BANK PLC. April 27TH 2015- May 4TH 2020
POSITION: Teller / Transaction Officer
POSITION: Customer Service Officer
PROJECT: Financial Institution

RESPONSIBILITIES FOR TELLER / TRANSACTION OFFICER:

- Pays and receives cash over the counter.
- Handling of inhouse cheque and other banks cheques deposit
- Payment of cash from general ledger accounts.
- Manager's cheque liquidation against cash and account.
- Up-selling and Cross-selling of the Banks Product.

RESPONSIBILITIES FOR CUSTOMER SERVICE OFFICER:

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customers complaints.
- Having knowledge of product to be able to answer customers questions
- Keeping records of customers transactions, interactions, comments and complaints.
- Ensure customers satisfaction and provide professional customer support.
- Providing feedback on the efficiency of the customer service process.

PROFESSIONAL / TRAINING CERTIFICATE:

- | | | |
|---|------|------|
| • Chartered institute of Bankers of Nigeria: AML/CTF | DEC | 2019 |
| • Enterprise Grooming Institute: Development Enterprise | May | 2020 |
| • Jobber man Soft-Skills Training | June | 2021 |
| • Alerzo LTD: Financial Reporting | May | 2022 |
| • Alerzo LTD: Open to Buy-Retail Merchandising Planning | July | 2022 |
| • Alison: Diploma in customer service | SEP | 2022 |
| • Alerzo LTD: Accounting and Financial Statement Analysis | SEP | 2022 |
| • DBN: Accounting and Bookkeeping | OCT | 2025 |

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| • DBN: Credit Management and Access to Finance | OCT | 2025 |
| • DBN: Marketing and Sales Techniques | OCT | 2025 |
| • DBN: Sustainability for Small Businesses | OCT | 2025 |

HONOUR AND GRADE

Bank Utility Teller

EDUCATIONAL BACKGROUND WITH DATES:

National Youth Service Corp.	2015-2016
Kwara State Polytechnic. H.N.D. Business Administration	2013-2015
Kwara State Polytechnic. O.N.D. Business Administration	2010-2012
King Ado High School, Lagos Island.	2001-2007
Brighter Day Private School.	1995-2001

SKILLS, KNOWLEDGE AND QUALITIES:

Bank One App

Power BI App

- Ability to Negotiate, Fast thinking, Cash handling, Team work, Multitask
- Knowledge of Financial software, Customer service, Time management, Leadership
- Decision Making, Good communications skills, Ability to work under pressure
- Able to adjust to any challenges

REFEREES

Adeshina Toyin Daramola

Business Service Manager

Access Bank PLC

Tanke Ilorin

08038528799

Kassim Olabisi Babalola

FMR Teller Service Representative at Diamond Bank

CEO Generous Clothing's

21, Qiblah Street off Oniwasi Agbaye Gerewu Road

Yebumot Adewole, Ilorin.

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