

OMOTOSHO, DAMILOLA

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PROFESSIONAL SUMMARY

Seasoned professional with a successful over fifteen years history in delivering comprehensive solutions across a range of industries including Banking, Agriculture, Consulting and Strategy. Specializing in Sales, Business Development, Relationship Management, Accounting and Peoples Management. As a certified Business Administrator, I am devoted to Business Growth, Process Improvement, Team Building, and Business Sustainability.

PROFESSIONAL EXPERIENCE

International Fund for Agricultural Development (IFAD)

Kogi state IFAD Project.

Manager; Account and Relationship

Aug. 2022 - present

- Provide adequate supports to ensure all departments functions effectively to achieve set objectives.
- Collaboratively define strategies and effective execution to achieve project objectives.
- I manage, train and provide guidance to over 500 clients who need loans for their farms and businesses.
- I manage and train Accounting department on effective data entry and records keeping
- I coordinate adequate and timely updates of information for auditing and other purposes
- Management and coordination of Bank instructions and ensures accuracy and efficiency.

Stanbic IBTC Bank, North Central

North Central, Relationship Manager

(Lokoja, Gboko, Kontagora, Makurdi & Suleja)

Oct. 2014 - July 2022

- I collaboratively oversee the effectiveness of Lokoja, Gboko, Kontagora, Makurdi and Suleja branches of Stanbic IBTC bank and ensured profitability.
- Successfully partnered with team members to define and execute strategies for selling all Bank products and services across the five branches.
- Effectively coordinated all staff to achieve branches targets and goals
- Successfully supervised the facility management team to ensure safety of staff and customers at all times
- Identified, trained and recommended training needs for staff members across the branches to increase productivity.
- Collaboratively provided coaching and mentorship to new hires
- Successfully managed relationship with over 6,000 customers and increased revenue generation by over 1.5 billion naira.
- I collaboratively ensured objective and timely resolution of conflicts among the team across the branches.

First City Monument Bank, Lokoja

Head of Sales

Oct. 2013 – Oct. 2014

- Collaboratively defined and implemented the branch strategies for selling products and services
- I successfully managed a team of over 15 sales agents to achieve set targets and goals within the stipulated timeline.
- I identified and provided training needs for all sales personnel to boost productivity
- I collaboratively provided coaching and mentorship to the sales team to ensure individual and team productivity.
- I ensured timely and objective resolution of conflicts among team members.

Kogi State FADAMA Project, Lokoja,

Accountant/Facilitator

March 2013 – Sept. 2013

- I successfully trained over 200 staff and clients for the project and recorded significant improvement in performance
- I coordinated effective data entry and adequate records of all transactions for the project.
- I ensured accurate and timely presentation of organization's instructions to the bank

Skye Bank, Edo State, Nig.

Teller Supervisor

April 2010 -Feb.2013

- Effectively managed and provided guidance to all tellers in the branch and ensured accuracy of records.
- I managed the money transfer unit of the branch and recorded 0% of errors in transactions.
- Adequate review of suspicious activities and unusual transactions.
- I provided effective coaching to teller team on Customers Management which increased customer growth by over 20%
- Timely resolution of conflicts between team members and customers.
- Provided exemplary customer service to customers.

Intercontinental Bank, (Now Access Bank) Edo State, Nig.

Cash Teller

Feb. 2007 -Aug. 2008

- Receive cash from customers and credit into their accounts
- I ensured timely dispensed of cash to customers and ensuring their account is correctly debited.
- I facilitated other financial transactions for customers and team members
- I provided brief orientation to customers on Bank processes, requirements and other products and services.
- I ensured timely response to customers enquiries about the Bank products and services.

EDUCATION

National Open University of Nigeria (NOUN) MSc Business Administration	Abuja, Nigeria 2023
Benson Idahosa University BSc Business Administration	Edo State, Nigeria 2012
Kogi State Polytechnic National Diploma (ND)Accountancy	Lokoja, Kogi state 2006
Baptist Secondary Commercial School Senior Secondary School Certificate	Lokoja, Kogi State 2002

CERTIFICATIONS

• IBFC Alliance: Fundamentals of Credit	2015
• Filigri Consulting: Professional Sales and Team Management.	2019
• Tech Skills Hack: Data Analysis	In view

SKILLS AND COMPETENCIES

- Exceptional attention to details and organizational skills.
- Effective understanding of verbal and written communication.
- Demonstrated expertise in Leadership and Teamwork.
- Demonstrated expertise at Customer Experience and Retention.
- Skilled with conflict resolution
- Proficiency in the use of Google workspace.

AWARDS AND RECOGNITIONS

- Best Relationship Manager of the year: Stanbic IBTC Bank 2022
- Best Leadership and Excellent Customer Service Staff of the year: Stanbic IBTC Bank 2020
- Best Supporting Staff in the North: Stanbic IBTC Bank 2018
- Best Teller: South South region: Intercontinental (Now Access Bank) 2007

REFEREES

Available on request

