

OLUWADARE OLUWAYEMISI VICTORIA

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PROFESSIONAL SUMMARY

Dedicated banking operations professional with practical experience in POS services, merchant support, and payment terminal management. Skilled in handling operational and technical issues, supporting merchants with settlement and transaction-related concerns, and ensuring efficient service delivery. Demonstrates strong problem-solving abilities, attention to detail, and the capacity to work effectively in dynamic, customer-focused environments.

CORE SKILLS

- POS Terminal Deployment & Support | Merchant Relationship Management
 - Technical Troubleshooting | Customer Service & Communication
 - Transaction Reconciliation Support | Record Keeping & Documentation
 - Microsoft Office Suite | Problem Solving & Analytical Thinking | Team Collaboration • Attention to Detail | Time Management
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PROFESSIONAL EXPERIENCE

TEAM MEMBER – IT/POS SERVICES & WEB MANAGEMENT

UNITED BANK FOR AFRICA (UBA) | 2023 – Present

- Install, configure, and deploy POS terminals for merchants across assigned locations.
- Provide first-level technical support for terminal-related issues including network failures, printer errors, transaction declines, and mapping issues.
- Ensure accurate mapping of terminals to merchant accounts and settlement profiles.
- Escalate unresolved technical issues to appropriate support teams for timely resolution.
- Conduct terminal replacements, upgrades, and routine maintenance activities.
- Maintain accurate deployment and retrieval records for POS terminals.
- Perform routine merchant visits to monitor terminal performance and usage.
- Support merchants with reconciliation and settlement-related inquiries.
- Train merchants on settlement processes and terminal usage best practices.
- Build and maintain strong merchant relationships to encourage continuous terminal usage.
- Distribute POS consumables such as receipt paper to merchants when required.

CLASS TEACHER (NYSC)

OKOTA SENIOR GRAMMAR SCHOOL, LAGOS | 2023 – 2024

- Developed lesson plans using curriculum resources to improve student understanding.
- Prepared, administered, and graded tests and assessments.
- Evaluated student performance and discussed progress with parents when necessary.
- Conducted one-on-one sessions with students to support academic improvement.
- Created and updated learning materials to enhance classroom engagement.

CUSTOMER SERVICE OFFICER

HESS TEE PHARMACY, LAGOS | 2014

- Responded promptly and professionally to customer inquiries and complaints.
 - Assisted customers through multiple communication channels.
 - Maintained records of customer interactions and transactions.
 - Managed front desk operations and ensured a clean, organized environment.
 - Monitored office supplies and coordinated replenishment when necessary. • Prepared outgoing mails and handled parcel documentation.
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EDUCATION

AHMADU BELLO UNIVERSITY, ZARIA

Masters in Business Administration (Management) | In-View

AHMADU BELLO UNIVERSITY, ZARIA

B.Sc. First Class | Business Administration (Management) | 2024 – 2026

LAGOS STATE POLYTECHNIC, IKORODU, LAGOS STATE

Higher National Diploma (HND) Upper Credit | Banking & Finance | 2021 – 2023

LAGOS STATE POLYTECHNIC, IKORODU, LAGOS STATE

National Diploma (ND) Upper Credit | Banking & Finance | 2016 – 2019

CERTIFICATIONS

National Youth Service Corps (NYSC) Discharge Certificate

REFERENCES