

IRENE HUMPHREY

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PROFESSIONAL SUMMARY

Results-oriented banking, financial services and sales professional with broad experience across commercial banking, relationship management, micro-lending, investment banking, fintech, POS merchant acquisition and cross-border payments. Experienced in customer acquisition, account management, deposit mobilisation, loan origination, merchant onboarding, payment solutions, business development and client relationship management. Strong ability to identify business opportunities, build sustainable customer relationships, present financial solutions and work towards measurable commercial targets. Brings strong communication, attention to detail, research and presentation skills, with practical knowledge of Microsoft Word and Excel.

CORE COMPETENCIES

- Relationship Management & Customer Retention
- Deposit Mobilisation & Account Acquisition
- Investment Banking & Financial Services
- Merchant Acquisition & POS Deployment
- Portfolio Management & Client Servicing
- Market Research & Lead Generation
- Reporting, Documentation & Attention to Detail
- Sales & Business Development
- Loan Origination & Micro-Lending
- Cross-Border Payment Solutions
- Customer Onboarding & KYC Support
- Financial Product Presentation
- Microsoft Word & Excel
- Team Collaboration & Stakeholder Engagement

PROFESSIONAL EXPERIENCE

Rabafast — Sales Representative, Cross-Border Payments | Current

- Drive customer acquisition and business development for cross-border payment services supporting international transactions.
- Engage individuals, traders, businesses and importers requiring international payment and foreign-currency solutions.
- Generate leads, explain payment options, maintain customer relationships and support transaction growth.
- Identify opportunities across major commercial and trading markets and convert prospects into active customers.
- Provide responsive customer service and coordinate transaction requirements for efficient settlement.

OmniPay — Sales Representative | Previous

- Onboard merchants and support customer acquisition for payment and digital financial services.
- Drive POS distribution and deployment, with emphasis on large retail businesses and high-volume merchants.
- Identify prospective merchants, explain product benefits, complete onboarding requirements and support activation.
- Maintain merchant relationships and follow up on usage, service needs and business opportunities.

Mega Equities Financial Services — Administrative Officer to the Chief Operating Officer / CFO | Previous

- Provided administrative and operational support to senior management.
- Coordinated documentation, correspondence, schedules, records and follow-up activities.
- Supported preparation and presentation of reports and maintained attention to accuracy and confidentiality.
- Assisted with communication and coordination between management and internal/external stakeholders.

Chapel Hill Denham — Investment Banking | Previous

- Supported investment banking activities and professional financial-services operations.
- Assisted with research, documentation, analysis and preparation of materials for financial transactions and client engagements.
- Developed exposure to capital markets, investment products and corporate finance processes.

Sterling Bank — Micro Lender | Previous

- Sourced and assessed prospective borrowers for micro-lending opportunities.
- Managed customer relationships and supported loan origination, documentation and follow-up.
- Conducted customer engagement and business assessment while monitoring repayment and portfolio performance.
- Supported customer retention and business development through appropriate financial solutions.

Fidelity Bank — Relationship Manager | Previous

- Managed customer relationships and developed opportunities for banking products and services.
- Acquired new customers and strengthened existing relationships through proactive engagement.
- Supported account growth, deposit mobilisation, customer service and achievement of business targets.
- Identified customer needs and recommended relevant banking solutions.

United Bank for Africa (UBA) — Relationship Manager | Previous

- Managed and developed customer relationships within a commercial banking environment.

- Drove customer acquisition, account opening, funding and usage of banking products and services.
- Engaged prospects and existing customers to identify business opportunities and support deposit mobilisation.
- Followed up on customer requests, documentation and service issues while maintaining professional relationships.
- Worked with internal teams to deliver customer-focused banking solutions and support business objectives.

EDUCATION

Kogi State University — B.Sc. Business Administration

Kogi State University — Diploma in Business Administration

Success Secondary School, Agenebode, Edo State — SSCE

Army Children Primary School — School Leaving Certificate

CERTIFICATIONS & PROFESSIONAL QUALIFICATIONS

- Digital Marketing Certification — Nile University
- Chartered Institute of Stockbrokers of Nigeria — In View

KEY PROFESSIONAL STRENGTHS

- Excellent verbal and written communication skills.
- Strong attention to detail and commitment to accuracy.
- Good presentation and interpersonal skills.
- Proficient in Microsoft Word and Microsoft Excel.
- Strong customer relationship and stakeholder management ability.
- Commercial awareness with a strong sales and business-development orientation.
- Ability to research, learn quickly and adapt to changing business environments.
- Ability to work independently and collaboratively while meeting deadlines and targets.

HOBBIES & INTERESTS

Research • Reading • Professional Development • Learning about Business and Financial Markets

REFERENCES

Available upon request.