

# OLUWADAMILARE OKOMODA

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## PROFILE SUMMARY

Highly dedicated and detail-oriented Cash Officer/Customer Service Manager with extensive experience in banking, business and finance advisory, administrative and developing high net worth client relationships and referral networks. Proven track record of delivering innovative corporate strategies that ultimately increased revenue, customer retention and team performance. Consistently achieve record-high customer satisfaction rankings, improvements to the bottom line and turnaround of underperforming operations. Utilize keen analysis and insights to drive organizational improvements and implementation of best practices. Rapidly adapt to new technologies and possess expertise with Microsoft Office Applications, AutoCAD, SPSS and Photoshop.

## CORE COMPETENCIES

- |                          |                           |                             |
|--------------------------|---------------------------|-----------------------------|
| • Administrative Support | • Budgeting               | • Business Strategy         |
| • Customer Service       | • Financial Statement     | • Inventory Management      |
| • Data Entry/ Analysis   | • Performance Improvement | • Risk Management           |
| • Effective Management   | • Operations Management   | • Reporting & Documentation |

## PROFESSIONAL EXPERIENCE

**Cash Officer/Customer Service Manager (Relief) – United Bank for Africa** **Jan 2020 – Present**

- Managing cash inventory at the Branch and arranging for inward and outward cash remittances from them.
- Efficiently saving cash related reports daily, keeping a hard copy of all the reports and properly filing them for future.
- Evaluating daily cash levels and ensuring they meet short-term operating needs and long-term project financing requirements.
- Establishing an exciting and welcoming affair for prospective clients on entering the bank.
- Supervising debit, credit or cash transactions, as well as other forms of payments within the bank.

**Funds Transfer Officer/ Customer Service Officer – United Bank for Africa** **Aug 2018 – Dec 2019**

- Updated, monitored and maintained proper accounting records and documentation of the branch transactions.
- Facilitated excellent interpersonal relations with customers and efficiently addressed customer service issues.
- Responded to client inquiries while identifying critical transactional issues or discrepancies to provide viable solutions leading to maximized customer satisfaction and valued feedback.
- Ensured operational efficiency within the branch in line with banking regulations/regulatory requirement.
- Reviewed incoming/outgoing clearing cheques to ensure timely booking of same in conformity with Bank's procedure.
- Performed Timely key verification/over-riding of daily transactions and ensured appropriateness of both transactions and postings above tellers' limits.

**Team Lead – Outsource Global Limited** **Nov 2017 – Jul 2018**

- Continuously monitored key performance metrics and ensured smooth execution to consistently meet or exceed department goals.
- Improved customer care quality and efficiency through strategically identifying trends with generating reports.
- Took appropriate action to identify deficiencies, developed and implemented improvements by coaching and managing team effectively in adherence to company goals and standards.
- Analyzed individual and team performance data from various sources to identify training needs and developmental opportunities.

## EDUCATION

- **B. Tech in Industrial and Technology Education (Electrical & Electronics) – Federal University of Technology, Minna** **2016**

## TRAINING

- **Health safety and environment (HSE I, II & III) – Novella center, Abuja** **2017**