

Roseline Ojemade

Senior Banking Officer

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An accomplished and well driven professional. Possessing a proven ability to contribute immensely in helping any organization actualize its operational set goals and objectives. With a goal to continue achieving excellence in any chosen field.

High-performing Finance Manager experienced in fast-paced, customer-facing environments. Mentor and train teams to achieve sales and revenue goals. Initiate improvement strategies, motivate team and develop employees, customer service and sales skills.

Organizational leader able to efficiently supervise workflow processes, set targets and make associates accountable for achieving personal and team goals.

Skills

Risk mitigation
Customer Service
Forward-thinking
Multi- Tasking
Self-motivated nature
Strategic planning
Expertise in Excel
Operations management
Loan approvals
Sales proficiency
Analytical thinking
Investor relations
Revenue Generation
Due diligence
Stocks and bonds knowledge

Work History

2007-11 - Current

Senior Banking Officer

Guaranty Trust Holding Company Plc., Victoria Island, Lagos

- Ensured seamless operations and customer service relations by supervision of all officers and staff and liaising with other support units.
- Managed and administered process of cash receipts, cash disbursement, banking operations, safe custody of funds, securities and financial instruments.

- Developed and maintained several courteous and effective working relationships.
- Exceeded goals through effective task prioritization and great work ethic
- Headed several staff training programs on banking operations and risk management.
- Utilized up-to-date information to make effective decisions governing bank operations
- Encouraged employee development and promoted management staff from within
- Orchestrated audits focused on registration and training functions
- Provided direction and leadership to all employees to maximize productivity and bottom-line profitability
- Supervised branch operations and made continuous improvements in each area
- Set risk management policies to mitigate bank losses
- Established key procedures for teams preparing documentation, models and presentations

2015-11 - 2017-11

Relationship Manager

Guaranty Trust Holding Company Plc, Lagos

- Supervised team members and followed up on old customers, assisted in processing their transactions and attending to their requests
- Developed and cultivated lucrative relationships with both new and old clients, reactivated several dormant accounts, processed credit facilities for customers and recover non-performing and delinquent facilities, processed letters of credit and Bank Guarantees.
- Generated new business and referral clients in partnership with financial advisors and branch team.
- Monitored issues carefully and reached out to customers to provide immediate resolution and maintain satisfaction
- Communicated regularly with clients to understand needs, evaluate current product use and cross-sell new products
- Achieved goals for sale of bank products and services and exceeded performance metrics for customer service
- Performed routine closings, maintained clean, accurate and accessible records and kept close eye on transaction updates throughout each quarter
- Prepared cash flow projections, cost analysis and monthly, quarterly and annual reports
- Validated existing accounting management and reporting systems to assess quality and conformance, identify problems and implement corrective actions

2003-03 - 2007-10

Pro Manager

Afribank Nigeria Plc, Skye Bank, Lagos

- Increased sales and improved customer satisfaction , by establishing goals, overseeing performance and mentoring staff.
- Ensured smooth customer relations.
- Monitored various customer accounts. Administered sorting of funds. Opened several new accounts. Worked as transaction service support staff. Processed various banking clearing cheques.

- Delegated operational daily tasks to employees, streamlining daily progress and efficiency
- Streamlined banking operations and budgeted effectively to decrease spending .

2001-08 - 2003-01

Front Desk Customer Service Officer

Niger Cafe. Com Ltd, University of Lagos, Yaba

- Handled over 50 calls per day to address customer inquiries and concerns
- Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately
- Exceeded goals through effective task prioritization and great work ethic
- Monitored company inventory to keep stock levels and databases updated
- Created plans and communicated deadlines to complete projects on time
- Delivered services to customer locations within specific timeframes
- Increased customer satisfaction by resolving issues
- Worked within applicable standards, policies and regulatory guidelines to promote safe working environment

2000-09 - 2001-02

Teacher

Standard Bearers School, Teaching Nursery School Children, Lagos

- Taught English language, Mathematics and other subjects to pre-school and primary school students.
- Planned and implemented integrated lessons to meet national standards
- Communicated frequently with parents, students and faculty to provide feedback and discuss instructional strategies
- Fostered team collaboration between students through group projects
- Devised and implemented strategies to create and maintain cohesive school community within virtual classroom setting

1999-12 - 2000-08

Marketing Officer

Origin Communications Ltd, Lagos

- Developed creative presentations, trend reports, and product data sheets
- Researched industry and marketplace trends to develop marketing solutions and enhance business operations
- Coordinated with internal business divisions, agency partners and local vendors to guarantee on time, cost-effective delivery of all marketing communications materials.
- Incorporated product changes into marketing messages to drive customer engagement and maximize profits

Education

1995-01 - 1999-01

Bachelor of Arts: English

Lagos State University - Lagos, Nigeria

1989-01 - 1994-01

Senior Secondary School Leaving Certificate(SSCE)

Federal Government Girls College - Edo State, Nigeria

1984-01 - 1989-01

First School Leaving Certificate (FSLC)

Our Lady of Apostles Convent School - Lagos, Nigeria