

OSUNKWO, FIONA EZINNEKA

Address: #1, Uzoma Chijioke Street, Off Emeka Eluwa Crescent Abeba lakowe, Ibeju lekki Lagos State, Nigeria.

Mobile: +234 (0) 8034811771

Email: nneka1fiona@gmail.com

Date of Birth: 09TH April, 1991

Sex: Female

Marital Status: Single

State of Origin: Imo State

OBJECTIVE

To increase profitability, and network passionate people within and around your Organization.

EDUCATION

2007 – 2011

Imo State University, Owerri

BA. Arts, theatre Arts (2:2)

2000 – 2007

Federal Government Girls College, Benin City, Edo State

West African Secondary School Certificate (WASSCE)

LANGUAGES

English (Fluent), Igbo (Fluent)

SKILLS

- o Good Interpersonal/Communication Skills
- o Customer Focused
- o Analytical Mind/Proactive
- o Fast Learner
- o Meticulous & Accurate
- o High level of integrity/sense of responsibility
- o Proficient in Microsoft Office Packages (Word, PowerPoint, and Excel)

HOBBIES

Modeling, making friends, reading, singing, and listening to music

WORK EXPERIENCE

December 2014 – Till Date

**Universal Teller
UNION BANK OF NIGERIA PLC.**

DUTIES OR RESPONSIBILITIES:

- o Perform LCY/FX cash transactions over the counter at the branch.
- o Handling/processing of all over the counter collections.
- o Ensure all customers' requests/instructions are complete with proper documentation in line with applicable regulations and guidelines.
- o Time-stamp (validate) and signature-verify all customers' requests and refer those that require call-back/status approval to supervisor for action.
- o Report all qualifying transactions processed in line with existing NDLEA limits.
- o Ensure appropriate charges are applied as per bank's charges list, applying concessions where applicable.
- o Process all customer requests within the standard turnaround time and without error.
- o Ensure stated procedures and policies for all products are adhered to while processing. e.g. Advise of daily rates first thing every morning
- o Update registers, where required, before/after processing.
- o Ensure all transactions processed during the day are fully authorized and there is no pending transaction left on the system before closing for the day.
- o Ensure all cash received and paid is properly accounted for by preparation of teller proof at the end of each day. Perform intermittent balancing during the day.
- o Ensure all cash exchanges are documented in line with policy. Safeguard all cash and valuables under custody.
- o Maintain appropriate confidentiality and security of customer and transactional information stored in any form (images, application files, databases, spreadsheets, papers, registers, files, etc.) in line with local procedures and departmental designations.

2013 – 2014

**Contact/Inspect NIPOST Offices
NEXTZONE BUS SERVICE, LAGOS STATE**

Sept 2008 –March, 2009

**(NYSC), Ogun State.
IGBESA SECONDARY SCHOOL, IGBESA, AGBARA**

REFEREES

Mrs. Eluwa Ruth Nkechi
Traveltron Ltd,
Kofo Abayomi Street, Victoria Island, Lagos
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Mr. Osunkwo George Chima
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