**EJIKE G. OKPALEKE**

**Address: Plot R/3A Mbeledogu Street, Independence Layout Enugu.**

**Email:** [**ejikeokpaleke55@gmail.com**](mailto:ejikeokpaleke55@gmail.com)**;** [**ejikeokpaleke@outlook.com**](mailto:ejikeokpaleke@outlook.com)

**Tel: 08030948127, 08186352949**

**PERSONAL DATA:**

Date of birth: 18th April, 1985

Gender: Male

State of Origin Imo State

L.G.A: Arondizuogu, Okigwe

Nationality: Nigerian

Religious: Christianity

Marital Status: Married

**CAREER OBJECTIVES:**

With professional sales experience spanning over 6 years in the banking industry, I intend to apply this knowledge and skill set towards meeting the financial targets of the Organization served. Having a broad-based background in highly competitive and dynamic organization I am better equipped to implement cost control measures and winning strategies to ensure marketing operations remain within company targets.

**EDUCATIONAL QUALIFICATION:**

Bachelor of Science (B.Sc.): Human Physiology

Madonna University, Elele, Rivers State 2008

SSCE: Senior Secondary School Certificate

St. Mary’s Seminary Umuowa, Orlu, Imo State 2002

FSLC: Primary School Certificate

St. John’s Nursery and Primary School Urualla, Ideato North Imo State 1996

**KEY SKILLS:**

* Quality leadership
* Analytical ability and Initiative
* Customer service-oriented
* Relationship management
* Excellent written and verbal communicator
* Cost management
* Enthusiastic team player
* Self-directed, Creative Problem Solving, Result oriented.

**PROFESSIONAL** **EXPERIENCE:**

**Relationship Manager - First City Monument Bank Ltd (2018 to Date)**

Prospect and sign on new relationships.

Mobilize liabilities and create quality risk assets from these relationships.

Proactively attend to customer needs at they may arise daily.

Leveraging on Bank’s digital and merchant solutions to deliver returns.

Consummating profitable transactions that impact on the income of the team (FX, LCs, etc).

Drive profitability and income targets within assigned branch while reducing customer attrition.

Deputize the branch manager in coordinating and optimizing the human and material resources in the branch.

**Relationship Officer/EB Business Partner - Diamond Bank Plc (2013-2018)**

Favorably represented the company at membership, community functions and coordinated product demonstrations.

Developed growth plans by identifying key clients, key targets and priority service lines.

Cultivated relationships with key players in various industries to create ongoing and mutually beneficial referral systems.

**U-CONNECT TELECOMMUNICATIONS LTD**

**Concierge Seconded to Diamond Bank Plc. Enugu**  **(09/2011 To 03/2013)**

Managed quality communication and customer support.   
Guaranteed positive customer experiences and resolved all customer complaints.

Generated leads for new sales through telephone and email contact with customers.

**C & M EXCHANGE LIMITED**

**Teller Service Representative – Diamond bank-Enugu** **(04/2009 to 09/2009)**

Balanced daily cash deposits and bank vault inventory with a zero error rate.

Processed cash withdrawals.

* Researched and resolved customer issues on personal savings, checking and lines of credit accounts.
* Processed sales referrals and promoted bank services and products, resulting in 15% branch sales increase.
* Received regional branch recognition award for outstanding teller service.

**NATIONAL YOUTH SERVICE COMMISSION (NYSC)**

**Medical Assistant** **(06/2009 to 07/2010)**

Medical assistant in Physiotherapy department of ESUT Teaching Hospital Park lane Enugu.  
Developed and maintained positive customer relationships through effective communication.  
Performed various administrative duties, including data entry and document preparation.

**HOBBIES:**

Singing.

**REFERENCE**

To provide upon request.