***AKUBUIRO CHRISTIANTUS TOCHUKWU***

Contact Address: No 55 Lagos Street Sabon Gari Zaria, Kaduna State

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Phone Number: 07036795523, 09025131153

**Bio Data:**

Sex: Male

Date of birth: 13th August 1990

State of origin: Imo State

LGA: Ehime-Mbano

Place of Birth: Kano State

Marital status: Single

**Objective:**

To achieve the highest level of competence in a progressive and challenging organization where teamwork, openness, trust, merit, and professionalism are core values and where the development and best use of human talent are equally promoted. As well enhances proficiencies in any undertaken.

**Qualifications:**

PGD, (Education and Counseling)

**(NATIONAL TEACHER’S INSTITUTE KADUNA)** (IN – VIEW)

HND, (*Public Administration and Management*) (2012 - *2014*)

(***NUHU BAMALLI POLYTECHNIC ZARIA***)

ND, (*Public Administration and Management*) (2009 - *2011*)

(***NUHU BAMALLI POLYTECHNIC ZARIA***)

(SSCE*O’level Certificate*) (2000 - *2007*)

**(*TROPICAL COLLEGE EMIR ROAD KANO*)**

First School Leaving Certificate (1994 - *2000*)

**(ST. STEPHEN ANG. N/P SCHOOL KANO)**

**Certifications:**

Certificate in Information Technology

**(*E-CONSULTS TECHNOLOGIES LIMITED)*** (*2009*)

Certificate in Stress Management

***(INTEGRATED CORPORATE SERVICE)*** (2017)

Certificate in Anti-Money Laundry Act

***(ACCESS BANK PLC)*** (2018)

Integrated Solar Street and Traffic Light Training

**(*BLUE CAMEL RENEWABLE ENERGY TRAINING ACADEMY*)** (2019)

 Introduction to Safe Work Practices/Accident Management Procedures

***(SGP SAFETY ACADEMY NIGERIA)*** (2019)

**Accomplishments:**

* Earned best teller/customer service officer for outstanding customer service.
* Earned best performing marketing officer for meeting and exceeding sales targets.
* Overall best relationship/business developer.

**Papers:**

1. Gender and customer service in the Nigerian banking industry; case study of first bank Nig. Zaria branch (unpublished project) 2013.
2. The contribution of radio in the promotion of family planning; case study of samara community Zaria, Kaduna state (unpublished project) 2010.
3. Concepts of Auditing and Budgeting.

**Interests and Activities:** Reading, Meeting People, Outdoor Sports, Traveling and Singing.

**Professional summary:**

An Administrator with an outstanding background in customer service, sales and banking. Address all questions and
concerns with customer satisfaction in mind. Can help a team in achieving organizational goals.

**Skills:**

*(Proficiency In The Use Of Microsoft Office Applications, Surfing The Internet, Interpersonal Communication, Proper Documentation, Client Relationship Management By Means Of Regular Reporting.)*

* Cash handling expertise
* Goal-oriented
* Positive
* Excellent time management skills
* Cheerful
* Math aptitude
* Excellent inter-personal and communication skills

**Work History/Experience:**

**BLUE CAMEL ENERGY LIMITED (Renewable Solar Company, Kaduna State) Customer Service Officer** (2019 – To Date)

* Maintaining a positive, empathetic and professional attitude toward customers at all times.
* Responding promptly to customer inquiries.
* Communicating with customers through various channels.
* Acknowledging and resolving customer complaints.
* Knowing our products inside and out so that you can answer questions.
* Processing orders, forms, applications, and requests.
* Keeping records of customer interactions, transactions, comments and complaints.
* Communicating and coordinating with colleagues as necessary.
* Providing feedback on the efficiency of the customer service process.
* Managing a team of junior customer service representatives.
* Ensure customer satisfaction and provide professional customer support.

**AYEYE AND CO. (ESTATE SUVERYORS AND VALUERS) - ABUJA**

**Business Development Officer** (2018 - 2019)

* Assisting in Selling and Cross selling houses and lands.
* Prompt handling/resolution of clients’ complains
* Responsible for all clients’ complaints
* Responsible for delivery of goods where necessary to customer
* Maintain customer satisfaction

**INTERNATIONAL RESCUE COMMITTEE- YOBE**

**Finance Assistant** (6 Months Contract - 2018)

* Accounting and Finance Support to Grant/Contracts
* Prepare procurement request and ensure all approvals are secured and coordinate with Logistics department the delivery of service and goods.
* Maintain proper filing and easy retrieval of finance documentation.
* Ensure all documents are filled and stamped.
* Ensure that all vouchers are scanned and uploaded into IMC Share file for Supervisor review and internal audit purpose
* Any other duties as assigned by the supervisor or line manager.
* Delivering results, applying technical and professional expertise, working effectively with others and communicating with impact.
* Adhere to IMC and Donor regulations
* Account for procurement transactions to ensure adequate supporting documentation, accuracy, and control over payments.
* Conduct Daily, weekly and month end cash counts.
* Payment of participant and other training, cash payments out of the office.
* Update and Upload on cost point Daily cash transaction. Daily reconcile of cash and book balances.
* Complete the monthly closing operation of the cash accounts after validation of Finance manager

**ACCESS BANK PLC ZARIA**

**(Contract through Integrated Corporate Service Limited)** (2017- 2018)

**Tellering**

* Execute customer transactions, including deposits and, withdrawals.
* Opening customers' accounts, issue cheque books, verify signature on official documents and customer
instruments.
* Responsible for rising Debit Advice.
* Prompt handling/resolution of customer’s complaining.
* Assisting in Selling and Cross selling products.
* Handling of account maintenance activities; freezing/unfreezing of account, placing of lien, reactivation of dormant accounts.
* Responsible for all customers' balance enquires.
* Initiate the set-up of standing order.
* Responsible for the Issuance and maintenance of all card products: Debit Card, Master and Visa cards to eligible customers
* Internet/SMS Alert/ Email Alert/Token Requests.
* Mandate Change Requests Ensure prompt account opening and closing; opening of all accounts and Accounts.
* Initiate probate in accordance with customer mandate and relevant law.
* Initiate Bankers confirmation and Letters of reference and originate Legal Search where required.

**GUARANTY TRUST BANK PLC DUTSE**

**(Contract through Vic Lawrence and Associates)** (2016 - 2017)

**Transaction Officer/Customer Service Officer**

* Opening customer’s account, issue cheque books, verification of signatures on official documents and customer instruments.
* Handling of account maintenance activities; freezing/unfreezing of account placing of lien, reactivation of dormant accounts.
* Responsible for the Issuance and maintenance of all card products: Debit Card, Master and Visa cards to eligible customers
* Initiate Bankers confirmation and Letters of reference and originate Legal Search where required.

**BRAINGATE MODEL SCHOOL, AREGKPO**

**National Youth Service Corps** (2015 - 2016)

**(IFO LGA, Ogun State)**

**AL-BABELLO TRADING COMPANY LIMITED**

**(Full Staff) Jos** (2012 - 2015)

**Marketing Officer**

* Assisting in Selling and Cross selling products
* Prompt handling/resolution of customer's complain
* Responsible for all customers' compliant
* Responsible for delivery of goods where necessary to customer
* Maintain customer satisfaction

**GUARANTY TRUST BANK PLC KANO**

**(Industrial Training)** (2010 - 2011)

**IT Personnel**

•Execute customer transactions, including deposits and, withdrawals.

**References:**

**MALLAM YAHAYA MOHAMMED**

*Transcript Officer*

*Nuhu Bamalli Polytechnic Zaria*

*Tel: 08035294137*

*Email: yahayamohammed@yahoo.com*

**MR JOHN NWODU**

*State Coordinator*

*National Teacher’s Institute*

*Kaduna*

*Tel: 08033688423*

*Email: johnnwodu@yahoo.com*

**MR TOLULOPE OTASANYA**

*Branch Manager*

*Access Bank PLC Kano*

*Tel: 08036410181*

*Email:* *tolulope.otasanya@accessbankplc.com*