

## **FAITH OJOMAH**

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### **PROFESSIONAL SUMMARY**

Dedicated customer-centric and Financial Operations Professional with 9 years of experience providing exceptional client service and technical support within banking and payment processing environments. Skilled at resolving complex customer inquiries, performing account reconciliations, and supporting onboarding and risk operations. Recognized for strong analytical thinking, clear communication, and the ability to troubleshoot technical issues efficiently. Proficient in MS Office Suite, CRM, and digital banking platforms, and reconciliation tools. Committed to maintaining accuracy, compliance, and client satisfaction in high-volume, fast-paced settings.

### **CORE COMPETENCIES**

- \*Customer Support & Relationship Management
- \*Payment Processing & Reconciliation
- \*Technical Troubleshooting (EFT/FFT Terminals)
- \*Client Onboarding & Account Setup
- \*Risk & Compliance (AML/KYC)
- \*Ticketing & Case Documentation
- \*Data Entry & Report Management
- \*Communication & Problem Solving
- \*MS Office (Excel, Outlook, Word)
- \*Time Management & Remote Collaboration

### **PROFESSIONAL EXPERIENCE**

**Access Bank Plc**

**Branch Manager (Head of Operations)**

**Dec 2022 – Mar 2025**

- Led a client support and operations team handling onboarding, reconciliation, and transaction troubleshooting for high-value customers.
- Resolved complex client issues through phone and email support, ensuring a 98% resolution rate within service timelines.
- Maintained 100% accuracy in the reconciliation of daily transactions, trust accounts, and ATMs using advanced Excel reporting tools.
- Processed escalations for technical and settlement issues, collaborating across departments to ensure timely resolution.
- Developed and delivered internal guides to enhance staff knowledge of customer service, digital banking, and risk controls.

- Recognized for consistently meeting SLA targets and enhancing customer satisfaction scores.

### **Keystone Bank Limited**

#### **Client Support Specialist**

**Jul 2018 – Dec 2022**

- Managed multichannel client communication (phone, chat, and email), assisting customers with payment processing, reconciliation, and risk-related inquiries.
- Logged and tracked customer cases using CRM systems, ensuring accurate documentation and timely updates.
- Assisted in onboarding customers to digital banking platforms, performing account setup and technical troubleshooting.
- Partnered with internal risk and reconciliation teams to resolve transaction mismatches and ensure regulatory compliance.
- Maintained a 95% first-contact resolution rate, exceeding service benchmarks and reducing escalations.

### **Access Bank Plc**

#### **Bank Teller (Customer & Transaction Services)**

**Jun 2015 – Dec 2018**

- Processed 100+ customer transactions daily, ensuring precision in deposits, withdrawals, and EFT/FFT wire transfers.
- Assisted customers with payment-related inquiries and reconciliations, maintaining service accuracy and satisfaction.
- Supported technical troubleshooting of terminal and transaction errors, coordinating with IT and operations teams.
- Maintained detailed transaction reports and ensured compliance with internal audit and AML/KYC guidelines.

## **EDUCATION**

Bachelor's Degree in Accounting — University of Benin, 2016

## **TECHNICAL SKILLS**

Banking & Payment Systems: Finacle, Flexcube, Digital Banking Platforms

Applications: MS Excel (Advanced), Word, Outlook, CRM Tools

Compliance & Reporting: AML/KYC Systems, Reconciliation & Settlement Tools

Support Tools: Ticketing Platforms, Knowledge Bases, Call/Email Support Systems

## **AWARDS & RECOGNITION**

Branch Ambassador, Keystone Bank — Voice of Customer/Branch Rating Excellence

Service Champion, Access Bank — Digital Platform Onboarding & Client Experience Leadership