

# Name: Sunday Samuel Ogbe

Address Line 1: Opposite RRCN Church Magami Jalingo  
Address Line 2:NO 11 Hammaruwa way Access Bank Jalingo  
City: Jalingo

DOB: 20/05/1996

Bank Verification Number (BVN): 22235078380

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Mobile:08134563225

E-mail: Sundays@accessbankplc.com

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**Career Objectives:** My career objective is to grow as a strong and effective leader in the banking industry by supporting branch operations, improving customer service, and driving financial performance. ensuring regulatory compliance and building lasting relationships with clients.

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## **Education** (Highest degree qualification to lowest)

Year:2022 Name of Institution: Taraba State University Jalingo  
Location:Jalingo  
Qualification Obtained: B.SC

Year:2012 Name of Institution: National College of Education Oju, Benue State.  
Location: Benue State  
Qualification Obtained: NCE

Year:2019 Name of Institution: Government Day Secondary School Sayonti  
Location: Taraba State  
Qualification Obtained:NATEB

Year:2006 Name of Institution: Hassan Primary School Jalingo Taraba State  
Location Taraba State  
Qualification Obtained: First School Leaving Certificate

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## **Employment Record** :( detailing all career progression during the period)

Date	Grade	Position	Organization
2019-Date	OC1	Transaction Officer	Access Bank
2016	Transaction Officer	Transaction Officer	Diamond Bank
2014	Branch Manager	Branch Manager Abuja	Citrans Global Limited Abuja
2013	Sales Representative	Sales representative	Lintex International Limited

**Work Experience: sequential order**

Year – Present date :2019-Date

Position: Transaction Officer

Organization: Access Bank Plc

Key responsibility: Taking deposits from customers and crediting their accounts, respectively. Collection and posting of dividend warrant, Payments of cheques that meet mandate requirements, receive all cheques of any amount, provide timely and courteous teller service. Obtain approval from head of Operation or appropriate authority for amount beyond own limit. Monitor the cash-in-till balance and request funds required. Processing of cheque lodgment for local and central clearing. Opening of Savings and Current Accounts. Calling of Tellers transaction on daily basis, Posting of profit and loss account. Open and close of teller batch for the day's Operation. Perform other duties as assigned by head of Operation.

Year – Present date:2016

Position: Transaction Officer

Organization: Diamond Bank Plc

Key responsibility: Posting all customers' transactions, receiving both cash and cheque deposit into customers' accounts, registering all cash transactions in their respective registers and balance registers daily, Escalation of issues bothering on cash theft, loss, shortages/ overages.

Year – Present date:2014

Position: Branch Manager

Organization: citrans Global Limited

Key responsibility:  **Operational Management**

- Oversee daily operations of the branch, including scheduling, dispatching, and tracking shipments or vehicles.
- Ensure compliance with safety regulations and company policies.
- Manage fleet maintenance schedules and vehicle inspections to avoid breakdowns.
- Optimize routes and transportation methods to improve efficiency and reduce costs.

**Staff Management**

- Hire, train, supervise, and evaluate branch staff including drivers, dispatchers, and administrative personnel.
- Handle employee scheduling, attendance, and performance issues.
- Foster a positive work environment and encourage teamwork and communication.

**Customer Service**

- Maintain strong relationships with clients and address customer concerns or complaints promptly.
- Ensure timely and accurate delivery of services to meet customer expectations.

- Coordinate with sales and customer service teams to secure new business and maintain existing accounts.
- **Financial Oversight**
  - Develop and manage the branch budget, including controlling expenses and increasing profitability.
  - Monitor financial performance metrics such as revenue, costs, and profit margins.
  - Prepare reports for senior management regarding branch performance.
- **Compliance and Safety**
  - Ensure all operations comply with local, state, and federal transportation laws and regulations.
  - Promote safety culture among employees, conduct safety training, and investigate accidents or incidents.
- **Strategic Planning and Growth**
  - Identify opportunities for expanding branch operations and increasing market share.
  - Implement new technologies or processes to improve operational efficiency.
  - Coordinate with other branches and corporate offices to align with overall company goals.
- **Problem Solving and Decision Making**
  - Address operational challenges, such as vehicle breakdowns, delays, or staffing shortages.
  - Make real-time decisions to ensure service continuity and customer satisfaction.

Year – Present date:2013

Position: Sales Representatives

Organization: Intex International Limited

1. Key responsibility: **Customer Engagement**
  - Identify potential customers and generate new leads through research, networking, and cold calling.
  - Reach out to prospects to present products or services and explain features and benefits.
  - Understand customer needs and recommend appropriate solutions.
2. **Sales Process Management**
  - Conduct sales presentations and product demonstrations.
  - Negotiate prices, terms, and contracts with clients.
  - Close sales deals and process orders efficiently.
3. **Relationship Building**
  - Maintain and nurture relationships with existing customers to encourage repeat business.
  - Follow up regularly to ensure customer satisfaction and resolve any issues.
  - Act as a liaison between the customer and the company's internal teams.
4. **Market and Product Knowledge**
  - Stay informed about company products, industry trends, and competitors.

- Provide feedback to management about customer preferences, market conditions, and product performance.
- 5. **Reporting and Administration**
  - Maintain accurate records of sales activities, customer interactions, and transactions.
  - Prepare sales reports, forecasts, and market analysis for management review.
  - Use CRM systems to manage customer data and track sales progress.
- 6. **Achieving Sales Targets**
  - Meet or exceed assigned sales quotas and performance goals.
  - Develop and execute strategies to increase sales within assigned territories or customer segments.
- 7. **Collaboration**
  - Work closely with marketing, product development, and customer service teams to align strategies and improve customer experience.
  - Participate in sales meetings, training sessions, and trade shows.

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***Key Accomplishment in your last 3 roles: sequential order***

Date :2019 To date

Position: Transaction Officer

Organization: Access Bank

**Key Accomplishment:**  **Accurate and Timely Transaction Processing**

- Successfully processed a high volume of daily financial transactions (deposits, withdrawals, transfers, and payments) with minimal errors.
- Maintained accuracy in cash handling, balancing cash drawers, and reconciling discrepancies quickly.

**Customer Service Excellence**

- Provided prompt and friendly service to customers, addressing inquiries and resolving transaction-related issues effectively.
- Built trust and rapport with customers, contributing to increased customer satisfaction and loyalty.

**Compliance and Risk Management**

- Ensured strict adherence to banking regulations, anti-money laundering (AML) policies, and internal controls to reduce risk.
- Identified and reported suspicious transactions or potential fraud, helping to protect the bank and its customers.

**Process Improvement**

- Suggested or implemented improvements in transaction processing workflows, reducing processing time or enhancing accuracy.
- Assisted in the adoption of new banking technologies or systems, helping the branch operate more efficiently.

Date :2019 To date:2016

Position: Transaction officer

Organization: Diamond Bank

Key Accomplishment:  **Accurate and Timely Transaction Processing**

- Successfully processed a high volume of daily financial transactions (deposits, withdrawals, transfers, and payments) with minimal errors.
- Maintained accuracy in cash handling, balancing cash drawers, and reconciling discrepancies quickly.

**Customer Service Excellence**

- Provided prompt and friendly service to customers, addressing inquiries and resolving transaction-related issues effectively.
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**Compliance and Risk Management**

- Ensured strict adherence to banking regulations, anti-money laundering (AML) policies, and internal controls to reduce risk.
- Identified and reported suspicious transactions or potential fraud, helping to protect the bank and its customers.

Date :2019 To date:2014

Position: Branch Manager

Organization: Citrans Global Limited

Key Accomplishment  **Operational Excellence**

- Successfully managed day-to-day operations of the branch, ensuring timely and efficient delivery of transportation services.
- Reduced operational downtime by implementing preventive maintenance schedules and improving fleet reliability.
- Optimized route planning and scheduling, resulting in cost savings and improved on-time delivery rates.

**Financial Performance**

- Increased branch revenue and profitability by securing new clients and expanding service offerings.
- Managed branch budget effectively, reducing operational costs without compromising service quality.
- Improved billing and collection processes, decreasing outstanding receivables.

**Team Leadership and Development**

- Built and led a high-performing team by recruiting, training, and motivating employees, leading to improved productivity and lower turnover rates.
- Fostered a safety-conscious culture, resulting in reduced accidents and compliance with safety regulations.
- Implemented staff performance tracking systems, boosting accountability and goal achievement.

**Customer Relationship Management**

- Strengthening client relationships through proactive communication and responsiveness, increasing customer retention.
  - Successfully resolved customer complaints and service issues, enhancing customer satisfaction.
  - Expanded business by identifying and pursuing new market opportunities.
- Compliance and Safety**
- Ensured the branch met all regulatory and safety standards, passing audits and inspections with no major violations.
  - Led safety training initiatives, reducing workplace incidents and promoting employee well-being.
- Technology and Process Improvements**
- Introducing new software or technologies for tracking shipments and fleet management, improving transparency and operational efficiency.
  - Streamlined administrative processes, reducing paperwork and speeding up documentation.
- Crisis Management**
- Effectively managed unexpected challenges such as vehicle breakdowns, labor shortages, or adverse weather conditions, minimizing disruption.

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**Professional Qualification**

Year	2016	Star Sapphire Training Academy	<input checked="" type="checkbox"/> Student <input type="checkbox"/> Affiliate <input type="checkbox"/> Member <input type="checkbox"/> Fellow
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**Management Training**

Year	Programme name	Institution	Location
2025	<b>How to Serve Hearing Impaired Customers</b>	Access Bank	Jalingo Taraba State
2024	<b>Product Trainings</b>	Access Bank	Jalingo Taraba State

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**Languages**

Language name	<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair
English language	<input checked="" type="checkbox"/> Excellent		
Idoma	<input checked="" type="checkbox"/> Excellent		
Hausa		<input checked="" type="checkbox"/> Good	

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**Skills**

Skills	<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair

Excellent teamwork skills	■ Excellent		
Self-motivated, results-oriented, and excellent personal organization	■ Excellent		
Motivate others towards the accomplishment of corporate goals and objective	■ Excellent		
Openness to new ideas and change	■ Excellent		
Strong ambition for further professional and personal development	■ Excellent		
COMPUTER SKILLS Computer skills OS/Environment <input type="checkbox"/> Windows 2000 or XP Application Software <input type="checkbox"/> Microsoft Word (Advanced User) <input type="checkbox"/> Microsoft Access (Advanced User) <input type="checkbox"/> Microsoft Excel (Advanced User) <input type="checkbox"/> Microsoft PowerPoint (Advanced User)	■ Excellent		

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***Interest and activities***

Reading
Thinking
Sport
Interacting
Traveling
Driving

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***References***

Name	Position	Address	Telephone
Martins Emmanuel Kumknaba	Relationship Manager CBD	Access Bank Jalingo	(+2348038219235)
Fredrick Obosi,	Branch Manager	Access Bank Buruku Jos	(+2348167222142)

Mr Jide Ajiboye	Head Of Operation	Gombe, No 31, Bou Road	, (+2348067475524)
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**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications and my experience.



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Signature