

# IDARA MANDY

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## WORK EXPERIENCE

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### **Fidelity Bank**

**Ekpoma, Edo State.**

*Customer Service Unit Head*

*Feb 2023 - Present*

- Achieved a 25% increase in customer satisfaction ratings within 6 months by implementing a proactive issue resolution process and enhancing customer communication channels.
- Developed and launched a customer loyalty program, resulting in a 30% increase in customer retention and a 25% increase in cross-selling and upselling of banking products.
- Implemented process improvements that reduced customer complaint resolution time by 40% and increased first-call resolution rates by 20%.
- Led the adoption of a new customer relationship management (CRM) system, providing training and support to 50+ customer-facing staff and ensuring a seamless transition.
- Collaborated with the sales team to develop targeted customer campaigns, resulting in a 15% increase in new business accounts and a 20% increase in deposit growth.
- Built and managed a high-performing customer service team, achieving a 25% reduction in staff turnover and a 30% increase in team member satisfaction.
- Fostered a customer-centric culture within the branch, ensuring that customer needs and feedback were integrated into product development and service enhancements.

### **Fidelity Bank**

**Ekpoma, Edo State.**

*Funds Transfer Officer*

*Apr 2021 - Jan 2023*

- Monitored ATM balances, replenish cash as necessary, and made sure the systems were in excellent operating order, resulting in a total average revenue of 2 million naira monthly.
- Processed an average of 500 funds transfers per day, with a 99.9% accuracy rate and a 20% reduction in processing time.
- Resolved customer complaints and issues promptly and efficiently, resulting in a 20% reduction in customer complaints.
- Identified and mitigated potential risks and fraud, resulting in a 30% reduction in fraudulent activity.
- Ensured 100% compliance with regulatory requirements and bank policies, resulting in zero audit findings.
- Trained and mentored new team members, resulting in a 25% increase in team productivity and a 20% increase in team satisfaction.

### **Fidelity Bank**

**Uromi, Edo State.**

*Atm Reconciliation Officer*

*Feb 2020 - Mar 2021*

- Achieved a 99.9% accuracy rate in ATM reconciliation, ensuring accurate and timely balancing of ATM transactions.
- Processed an average of 1,000 ATM transactions daily, with a 20% reduction in processing time.
- Implemented a streamlined process for reconciling ATM transactions, resulting in a 30% increase in productivity.
- Identified and mitigated potential risks and fraud, resulting in a 30% reduction in fraudulent activity.
- Collaborated with the IT team to implement a new ATM management system, resulting in a 30% increase in processing speed and a 25% increase in accuracy.
- Collaborated with other departments to resolve customer issues and improve overall customer experience.
- Consistently met or exceeded quality standards for ATM reconciliation, with a rating of 95% or higher for 6 consecutive months.

### **Fidelity Bank**

**Uromi, Edo State.**

*Customer Service Representative*

*Jan 2018 - Jan 2020*

- Resolved customer complaints and issues promptly and efficiently, resulting in a 25% reduction in customer complaints.
- Built strong relationships with customers, resulting in a 20% increase in customer loyalty and retention.
- Identified and addressed customer needs, leading to a 15% increase in cross-selling and upselling of banking products.
- Implemented process improvements that reduced average handle time by 15% and increased first-call resolution rates by 10%.
- Utilized problem-solving skills to resolve complex customer issues, resulting in a 20% reduction in escalations to senior staff.
- Developed expertise in banking products and services, providing accurate and helpful information to customers.
- Collaborated with internal teams to resolve customer issues and improve overall customer experience.
- Demonstrated a strong commitment to quality and consistency, resulting in a 20% reduction in errors and rework.

## EDUCATION

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**Ecole Supérieure de Gestion et de Technologie Contonu, Benin Republic**

**Contonu, Benin.**

*B.SC in Information Technology*

*Graduation Date: Sep 2021*

**Chukwuemeka Odumegwu Ojukwu University Anambra, Nigeria**

**Anambra, Nigeria.**

*B.SC Computer Science*

*Graduation Date: Jul 2017*

## SKILLS & INTERESTS

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Microsoft Office (Excel, Word, PowerPoint) Financial Analyst, Details oriented, CRM Systems, Salesforce,

**Skills:** Organization Skills, Time Management, Customer Service, Teambuilding & Training, Conflict resolution, Front end Supervision, Effective Communication.

**Interests:** Exploring distant lands, Capturing the moment, Every kind of sports, Feeling the music, Getting lost in a good book.