AKINOSO SHERIFFAT WURAOLA

sheriffatakinoso82@gmail.com 08161209120 Lagos State

SUMMARY

Detail-oriented Accounting graduate with banking experience as a Customer Service Officer at Polaris Bank. Skilled in financial record keeping, transaction processing, account reconciliation, customer service, and data accuracy. Strong analytical, numerical, and communication skills, with a commitment to accuracy, confidentiality, and compliance. Seeking an entry-level Accounting or Finance role to apply my skills and contribute to organizational growth.

SKILLS

- Sales & Business Support
- Microsoft Excel & Microsoft Word
- Attention to Detail & Time Management
- Basic Accounting & Financial Reconciliation
- Customer Service & Relationship Management
- POS & Electronic Payment Systems
- Banking Operations & Account Services
- Cash Handling & Transaction Management
- Financial Record Keeping & Documentation

PROFESSIONAL EXPERIENCE

Customer Service Officer 12/2023 – 12/2024

Polaris Bank

- Processed customer transactions and account related requests accurately while adhering to banking procedures and compliance standards.
- Maintained accurate customer records and documentation, ensuring confidentiality and proper data management.
- Resolved customer inquiries and complaints professionally, contributing to efficient service delivery and customer satisfaction.
- Assisted with daily banking operations, including account support, transaction verification, and reconciliation of customer-related records.

POS Attendant 2020 – 2021

Motun Home of Beauty

- Processed daily **POS transactions**, including cash withdrawals, bank transfers, prepaid payments, and other electronic financial transactions with accuracy and efficiency.
- Assisted customers with **DSTV subscriptions, bill payments, airtime/data purchases, and other POS related services**, ensuring transactions were completed correctly.
- Recorded and monitored daily transactions, verified payment details, and maintained accurate cash and transaction records to support proper financial accountability.
- Handled cash responsibly, resolved transaction related issues, and provided courteous customer service while maintaining confidentiality and accuracy in all financial transactions.

EDUCATION

Higher National Diploma (HND) 2024 – 2026 | Kwara State
Federal Polytechnic Offa

National Diploma (ND) 2021 – 2023 | Kwara State
Federal Polytechnic Offa

Senior Secondary School 2013 – 2019 | Lagos State
Ikotun Senior High School

LANGUAGES

English | Yoruba

REFERENCES

Available on Request