# Alaba Michael Olakunle

**ACA (Chartered Accountant) Foundation Level, Reg No: 315000. Working towards Associate Chartered Accountant (ACA).**

+234 814 337 2987 / michael93rotimi@gmail.com / Ijaiye 100313

## Summary

Economics and management graduate (HND, Cooperative Economics and Management) with fundamental accounting knowledge, exposure to bank reconciliation, and experience in payment follow-up, transaction reconciliation and accurate record-keeping across NIPOST Cooperative and PalmPay. Currently pursuing a B.Sc. in Economics and ICAN Foundation Level, seeking an Account Intern role at Fronthill Limited to build hands-on experience in financial accounting.

## Personal details

**Currently Employed:** No

**Highest Level of Education:** Higher National Diploma

## Work experience

### Customer Service Representative

PalmPay • Lagos State, Nigeria

June 2022 to March 2023

- Maintained 95% compliance with company guidelines and response-time standards while managing 4+ support tasks simultaneously.
- Tracked and cleared customer payments on the dashboard after repayment, driving a 72% recovery rate on due credit obligations.
- Followed up on and reconciled 35+ offline transactions daily to clear pending debts and keep records accurate.
- Resolved 60+ customer inquiries and complaints daily across email, chat, and social media, sustaining an 85% customer satisfaction rate.

### Finance and Accounting Intern

NIPOST Cooperative Society • Ibadan

November 2016 to October 2017

- Coordinated committee meetings and AGMs, ensuring 100% compliance with cooperative bye-laws.
- Processed 30+ loan applications monthly, verifying member eligibility against share capital.
- Reconciled daily cash inflows and outflows averaging over ₦1 million against commercial bank statements.
- Maintained financial records and monthly contributions for 500+ active members, reducing spreadsheet data entry errors by 15%.

## Education

### Economics (Bachelor of Science)

National Open University of Nigeria (NOUN) • Remote

August 2026 to Present

Academic progression from an HND in Cooperative Economics and Management to a B.Sc. in Economics.

### Cooperative Economics and Management (Higher National Diploma (HND) and National Diploma (ND))

Federal Cooperative College, Ibadan • Ibadan

September 2014 to September 2019

## Skills

Data-Driven Forecasting & Trend Analysis | Quantitative & Statistical Modeling | Analytical Reasoning and Attention to Detail | Reconciliation and Record Keeping | Microsoft Office, Power BI, Python | Financial Reporting Fundamentals | Business Strategy & Market Dynamics | Customer Service and Relationship Management | Written and Oral Communication | Policy Compliance, Monitoring and Follow-up

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## Certifications

### The Institute of Chartered Accountants of Nigeria

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