

OLUWASEYI RAPHAEL OSUNRINADE

12, Orelope Street, Isale Alfa, Olomi,Ibadan
08135346796 | isaiaholuseyi@gmail.com

Objective

Well versed in the workings of the financial market and customer care to successfully manage a portfolio of consisting of high income clients. Seeking a challenging position at a reputable financial institution that allows for further career growth.

Experience

- **Breakforth Microfinance Bank,Orilowo Ejigbo,Lagos** 2007 - 2008
  Customers Relationship Officer(CRO)
  managing client interactions, resolving issues, and promoting products,act as the vital link between an organization and its clients, handling inquiries, ensuring customer retention, and relaying valuable feedback to improve services.
  Issue Resolution:Actively listening to customer complaints, troubleshooting problems, and de-escalating conflicts to provide timely

- **Scruter Multidynamic Financial Limited** 2020 - 2022
  Credit Manager
  Credit Manager plans, organizes, leads and controls the credit function,training of the credit staff, managing day-to-day credit activities to reduce bad debt, and authorizing credit limits. They also collaborate with external collection agencies for effective debt recovery when needed.

- **Toklad Finance Limited,Oremerin,Lagos** 2026 - 2026
  Credit Officer
  evaluates loan applications, assesses the creditworthiness of individuals or businesses, and manages risk for a lending institution.

- **UC Davis Limited,Ajah,Lagos State** 2010 - 2011
  Operation Manager
  overseeing the daily operations of a business or organization, including planning, coordinating, and managing various processes to ensure efficiency, productivity, and quality in achieving the company's goals and objectives.

- **Oluseyi Homes and properties,Ibadan** 2026 - 2026
  Customers Relationship Manager(CRM)
  builds, maintains, and strengthens long-term relationships between an organization and its clients to drive loyalty and revenue growth,using the four pillars of CRM
  Thus, People, Strategy,Processes and Technology.

- **Rosabon Financial services,Lagos** -
  Account officer(Sales of Loan Products)
  Account Processing: Open, renew, and close peso or foreign currency accounts (such as Checking and Savings Account or CASA), time deposits, and placements.
  Customer Service & Sales: Handle walk-in clients, cross-sell bank products or services, and resolve customer inquiries or complaints.
  Portfolio Management: Grow and monitor the assigned client portfolio and update internal databases or CRM systems.
  Branch Operations: Perform over-the-counter transactions and assist with vault or cash security controls as a co-custodian.
  Compliance & Risk: Ensure all documents follow Know Your Customer (KYC), anti-money laundering (AML), and regulatory guidelines.

- **PNT Autoproperties, Ibadan** -
  Customers Care Representative
  • Answering Inquiries: Provide clear details on company offerings, pricing, and account status.
  • Resolving Complaints: Address issues like billing errors, product defects, or service outages with empathy.

• Processing Transactions: Handle orders, refunds, exchanges, and account updates.
• Record Keeping: Log customer interactions and feedback into internal CRM tracking systems.

- **Adviled Financial services** -
  Recovery and Verification Officer, Abeokuta
  Lead recovery of an ageing overdue portfolio and drive cash recovery targets.
  Reconcile and manage overdue accounts, including calls, field visits, demand letters, and legal escalation.
  Assess new and repeat credit applications using bank statements, cash flow analysis, credit bureau data, and trade references.
  Monitor portfolio performance and ensure timely escalation of overdue accounts.
  Manage credit control and credit bureau reporting.
  Supervise the Collections Officer and Data Entry Officer.
  evaluates, confirms, and validates documents, data, identities, and physical or financial claims to ensure compliance with company standards and regulatory rules.

- **Zurich Business intelligence, Ibadan** -
  Vetting and Verification Officer
  Credential & Document Authentication
  Background & Criminal Checks
  Field & Physical Verification
  Financial & Risk Assessment
  Due Diligence on Vendors/Partners
  Record Keeping & Reporting

- **Dynamic Group of Company,Ibadan** -
  Business Development Officer(BDO)
  Driving the company's growth by finding new clients, building strategic partnerships, and increasing revenue.
  Lead Generation & Prospecting.
  Client Relationship Management.
  Proposals & Presentations.
  Market Research.
  Reporting.

Education

- **The Polytechnic,Ibadan** 2014
  Higher National Diploma (HND)
  Statistics (Upper Credit)

- **National Youth Service Corps(NYSC)** 2015
  NYSC Certification

- **Gbagada Grammar School,Gbagada,Lagos** 2005
  Secondary School Certificate Examination

- **Oduduwa Primary School, Gbagada,Lagos** 1999
  Primary School Leaving Testimonial
  PSLT

- **University of Athena, United Kingdom** 2026
  Diploma in Business Administration/Management
  Distinction

- **Central Intelligence Group** 2013

  Basic Certificate Course in COMPUTER APPRECIATION

Skills

- Ability to work with little supervision
- Presentation Competency
- Time Management
- Oral and written communication

Languages

- English and Yoruba

Reference

- **Akanbi Olaide - New Covenant Church,Olomi Branch,Ibadan**
  Pastor
  08033374071

- **Abobarin Oluwabunmi - Saint Mary Catholic Hospital, Academy,Ibadan**
  Community Health Worker
  abobarinopeyemi1995@gmail.com
  09032665928

Additional Information

Date of birth: September 19,1986
State of origin: Ogun
LGA: Abeokuta North
Marital Status: Married