HAMMED ADENIRAN

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PROFESSIONAL SUMMARY

Results-driven banking and financial services professional with over 8 years of experience across microfinance banking, credit administration, branch operations, customer service, and business development. Proven expertise in customer relationship management, loan processing, compliance, KYC/AML procedures, risk assessment, and team leadership. Adept at meeting financial targets, improving service delivery, and maintaining regulatory standards. Seeking opportunities within banks, microfinance institutions, and financial organizations to contribute to operational excellence and sustainable growth.

PROFESSIONAL EXPERIENCE

Branch Manager

ASHA Microfinance Bank — Lagos, Nigeria | 2024 – Present

- Lead daily branch operations to ensure compliance with banking policies and regulatory standards.

- Develop and implemente sales strategies to achieve branch financial targets and portfolio growth.

- Oversee customer service delivery, ensuring timely resolution of customer issues and complaints.

- Supervise staff performance, monitor KPIs, and drive productivity across departments.

- Conduct KYC verification, CRC checks, and customer due diligence in line with AML regulations.

- Perform risk assessments and strengthen internal control measures to minimize financial exposure.

- Built and enforce branch - level AML and operational policies.

Assistant Branch Manager

ASHA Microfinance Bank — Ogun, Nigeria | 2022 – 2024

- Supervised customer service officers and supported smooth daily branch operations.

- Ensured consistent service quality and improved customer satisfaction levels.

- Trained staff on customer engagement, banking procedures, and service excellence.

- Supported loan processing, documentation, and account monitoring activities.

- Assisted in monitoring branch performance metrics and compliance standards.

Credit Officer / Customer Advisor

ASHA Microfinance Bank — Lagos, Nigeria | 2016 – 2022

- Managed loan applications, credit assessments, and customer account reviews.

- Provided financial advisory services to over 300+ clients, addressing inquiries and concerns.

- Promoted banking products and services, contributing to portfolio growth.

- Maintained accurate customer records and loan documentation.

- Reduced loan default rates through proactive customer engagement and follow-up.

- Handled customer complaints professionally, ensuring timely resolution.

Customer Relations & Business Development Officer

Multistram Golden Resources Ltd — Ibadan, Nigeria | 2015

- Managed customer onboarding processes and maintained long-term client relationships.

- Conducted customer satisfaction surveys and implemented service improvement initiatives.

- Supported business development efforts through client engagement and follow-ups.

- Delivered training sessions on effective customer handling and communication.

Teacher (NYSC)

Yara High School – Kwara, Nigeria | 2015

- Applied effective communication and interpersonal skills in student and parent engagement.

- Developed strong conflict resolution, empathy, and documentation skills.

Engineering Intern (Control Room)

Nigerian Television Authority (NTA) – Ibadan, Nigeria | 2012

- Assisted in system monitoring, documentation, and technical support activities.

- Supported operational reporting and internal communication processes.

EDUCATION

Bachelor of Technology, Pure & Applied Physics — Ladoke University of Technology, Ogbomosho (2013)

KEY SKILLS

Banking Operations & Branch Management | Customer Service & Relationship Management | Credit Analysis & Loan Administration | KYC, AML & Compliance Monitoring | Risk Assessment & Due Diligence | Cash Management & Financial Reporting | Sales Target & KPI Management | Customer Onboarding & Account Management | CRM & Banking Software (Zoho, HubSpot – basic) | Microsoft Office Suite (Word, Excel, PowerPoint) | Documentation & Record Keeping | Team Leadership & Staff Supervision | Banking Documentation & Reporting | Data Analysis & Record Management | Time Management & Multitasking | Problem Solving & Conflict Resolution

CERTIFICATIONS & PROFESSIONAL TRAINING

Human Capacity Building – 2025

Data Analytics Using Power BI – 2023

Nigerian Institute of Management (NIM) – 2015

Chartered Institute of Bankers of Nigeria (CIBN) – In View

REFERENCE

Available on request