ORIFA OMOSO RITA

ACCOUNT MANAGER | BANKING & FINANCE | CUSTOMER SERVICE | HOTEL MANAGEMENT

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PROFESSIONAL SUMMARY

A dedicated and results-oriented professional with experience in account management, microfinance banking, customer relationship management, branch operations, and hospitality management. Skilled in customer service, loan appraisal, deposit mobilization, business development, financial coordination, and team supervision. Committed to delivering excellent customer experiences, improving operational efficiency, and contributing to organizational growth. Adaptable, eager to learn, and effective in dynamic work environments.

CORE COMPETENCIES

Account and Client Relationship Management • Customer Service and Client Retention • Banking Operations • Loan Appraisal and Credit Assessment • Deposit Mobilization • Branch and Hotel Operations • Income and Expenditure Coordination • Team Coordination • Marketing and Sales • Administrative Support • Problem-Solving

WORK EXPERIENCE

Osele Point 9 Hotels — Manager

2025–2026

- Supervised daily hotel operations to maintain high service standards and guest satisfaction.
- Monitored room cleanliness, preparation, and readiness for incoming guests.
- Coordinated income and expenditure activities to support effective financial management.
- Maintained a welcoming, home-away-from-home experience and responded to guest needs.
- Coordinated operational activities to promote efficiency and service quality.

Agape Microfinance Bank, Kwara State — Branch Manager

2024–December 2025

- Assisted customers with loan applications and provided guidance throughout the process.
- Conducted loan appraisals and gathered personal, business, and guarantor information during field assessments.
- Supported branch operations and customer relationship management.
- Contributed to client acquisition and the delivery of financial services.

ASIEA Microfinance Bank, Benin City, Edo State — Client Officer

August 2018–May 2022

- Promoted the bank's financial products and services to prospective and existing customers.
- Followed up with prospects and supported deposit mobilization to strengthen the deposit portfolio.
- Assisted customers with loan applications and explained relevant banking procedures.
- Conducted field-based loan assessments, gathering personal, business, and guarantor information.
- Supported improved work processes to enhance service quality, productivity, and profitability.
- Built and maintained customer relationships to encourage satisfaction and retention.

Nigeria Bottling Company — Canvasser

2015–2017

- Promoted company products to prospective customers and supported sales activities.
- Engaged customers, communicated product information, and supported market outreach.

National Youth Service Corps (NYSC) — Classroom Teacher
Urban Day Secondary School, Jericho, Ibadan | September 2016–August 2017

- Facilitated learning by building positive relationships with students.
- Encouraged students to deepen their knowledge, understanding, and academic confidence.
- Supported classroom activities and contributed to a positive learning environment.

EDUCATION

B.Sc. in Public Administration
Kogi State University, Anyigba, Kogi State | September 2010–November 2014

West African Senior School Certificate (WASSCE)
Niomco Staff Secondary School, Itakpe, Kogi State | September 2002–July 2008

Primary School Certificate
Divine Kiddies Center, Okene, Kogi State | 1996–2002

SKILLS

Marketing and Business Development • Customer Relationship Management • Communication • Financial Coordination • Teamwork • Time Management • Organization • Problem-Solving • Adaptability

LANGUAGES

English: Excellent proficiency **Yoruba:** Conversational **Ebira:** Conversational

ADDITIONAL INFORMATION

NYSC Status: Completed

References: Available upon request