OTOJAHI EUGINE

Operations Management | Banking | Administration | Hospitality

Abuja, Nigeria | 08032217163 | eotojahi@gmail.com

PROFESSIONAL SUMMARY

Results-oriented operations and administration professional with an MBA (Finance), a B.Sc. in Economics and an Executive Diploma in Hotel Management, and more than 15 years of experience across microfinance banking, branch operations, hospitality supervision and general administration. Progressed from Operations Back Officer to Head of Branch Operations, with strong expertise in cash management, vault and ATM custody, and supervision and authorisation of branch activities. Currently an Administrative Manager, seeking a senior operations, administrative or management role where proven leadership and financial discipline can drive organisational objectives.

TARGET ROLES

Administrative Manager | Branch Operations Manager | Banking Operations Officer | Hotel Operations Supervisor | Customer Service Manager | Business Administration Officer

CORE COMPETENCIES

Banking & Branch Operations: Cash inflow and outflow management, vault management, ATM custody, teller supervision, back-office operations, transaction authorisation

Administration & Management: Day-to-day branch and office administration, staff supervision, process compliance, record keeping, reporting, decision making

Customer Service & Hospitality: Customer request and complaint handling, hotel supervision, service coordination, guest relations

Finance & Research: Financial management (MBA Finance), economics, research, problem solving, computer literacy

PROFESSIONAL STRENGTHS

- Good interpersonal relationships
- Effective communication
- Team player
- Ability to work independently
- Effective time management
- Problem solving
- Decision making
- Research skills
- Ability to work under pressure
- Integrity and accountability

PROFESSIONAL EXPERIENCE

Admin Manager **Nov 2020 – Present**

Treasure Ventures International, Mararaba, Nasarawa State

- Manage day-to-day administration, office operations and the coordination of staff and resources.
- Maintain accurate records and documentation, and ensure compliance with company policies and procedures.
- Support management with reporting, planning and effective decision making.
- Coordinate with stakeholders, vendors and staff to keep daily operations running smoothly.

Head, Branch Operations **2016 – 2020**

Accion Microfinance Bank – Boundary Branch (Lagos) and Nyanya Branch (Abuja, FCT)

- Directed day-to-day branch administration and supervised and authorised all branch operational activities.
- Managed cash inflow and outflow, ensuring accuracy, security and control of funds.
- Served as ATM custodian and vault manager, safeguarding branch cash and assets.
- Ensured adherence to operational controls, policies and regulatory procedures across the branch.

Head Teller **2015 – 2016**

Accion Microfinance Bank – Akowonjo Branch, Lagos

- Supervised tellers and handled cash transactions, balancing and daily cash positions.
- Delivered prompt, courteous service and resolved customer transaction issues.

EARLIER PROFESSIONAL EXPERIENCE

Senior Operations Back Officer / Operations Back Officer **2012 – 2015**
Accion Microfinance Bank, Oshodi Branch, Lagos

- Processed and verified branch transactions, maintaining accurate documentation, records and compliance in daily operations.
- Promoted to Senior Operations Back Officer; supported branch operations and guided junior back-office staff.

Teacher (Economics, Commerce, Government and Accounts) **2011 – 2012**
Future Builders Academy, Ogba, Lagos

- Taught Economics, Commerce, Government and Accounts, preparing students for examinations.
- Planned lessons, assessed learner progress and maintained a disciplined learning environment.

Corps Member, National Youth Service Corps (NYSC) **2010 – 2011**
Community Secondary School, Ihuokpara, Nkanu East LGA, Enugu State

- Completed the mandatory national service programme, serving the school and community with commitment and discipline.

Hotel Supervisor **2008 – 2010**
Excellent Hotel, Aguda, Ogba, Lagos

- Coordinated the day-to-day activities of the hotel, supervising staff and ensuring quality guest service.

Customer Service Officer **2006 – 2007**
Intercity Bank, Bida, Niger State

- Attended to customer requests and complaints promptly and professionally.

Hotel Supervisor (Industrial Attachment) **2005 – 2006**
Achiever's Hotel, Ilorin, Kwara State

- Coordinated the day-to-day activities of the hotel during the National Industrial Attachment.

KEY ACHIEVEMENTS

- Progressed from Operations Back Officer to Head of Branch Operations at Accion Microfinance Bank across Lagos and Abuja branches.
- Entrusted with cash, vault and ATM custody and the authorisation of branch operational activities.
- Combined advanced qualifications (MBA Finance, B.Sc. Economics, Executive Diploma in Hotel Management) with practical banking and hospitality leadership.

EDUCATION

Executive Diploma in Hotel Management **2024**

Master of Business Administration (MBA), Finance **2015**
Ladoke Akintola University of Technology, Ogbomoso, Oyo State

Bachelor of Science (B.Sc.), Economics **2009**
Ambrose Alli University, Ekpoma, Edo State

National Diploma (ND), Business Administration and Management **2005**
Federal Polytechnic, Bida, Niger State

NECO (SSCE/GCE) | First School Leaving Certificate (FSLC) **2005 | 1993**

ADDITIONAL INFORMATION

Nationality: Nigerian | **Location:** Abuja, Nigeria | **Interests:** Singing, reading, travelling and research

REFEREES

Mr. Eric Otojahi – Senior Associate and Head of Chambers, PUNUKA Attorneys and Solicitors, Abuja | Tel: 08104615115

Mrs. Sarian Belli – Regional Operations Manager, Accion Microfinance Bank Ltd | Tel: 08023188303

Mr. Richard Otojahi – National Mathematics Coordinator, Deeper Life High School | Tel: 08150749286