PETER DUMKWU

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**Objective:** Customer-centric and results-driven professional with a passion for delivering exceptional service. Seeking a challenging position in customer service where my skills and experience can be fully utilized and further developed to drive customer satisfaction and business success.

**Professional Experience:**

**Operations Officer** (REMOTE)

QUICKREMIT LIMITED, London (England) | October 2022 – Present

As an Operations Officer at QuickRemit Remittance, my role involves a variety of responsibilities to ensure the smooth and efficient functioning of the remittance operations. Some of the key duties include:

1. Customer Interaction: Responding to customer inquiries, concerns, and requests through email, phone, and chat in a timely and professional manner. Providing accurate information and addressing customer needs effectively.
2. Complaint Resolution: Handling customer complaints and issues promptly and accurately. Working to resolve challenges faced by customers during transactions, ensuring a high level of customer satisfaction.
3. Transaction Processing: Processing and verifying customer transactions according to company policies and regulations. Ensuring compliance with security protocols and industry standards to safeguard financial transactions.
4. Record Keeping: Maintaining meticulous records of customer interactions, transactions, and inquiries. Organizing and updating customer data to facilitate efficient follow-ups and personalized service.
5. Collaboration: Collaborating with cross-functional teams to develop and implement customer service policies and procedures. Streamlining processes and improving service quality through effective teamwork.
6. Policy Adherence: Adhering to company policies, guidelines, and regulatory requirements to ensure the security and compliance of all transactions and customer interactions.
7. Data Analysis: Analyzing transaction data to identify trends, patterns, and potential areas for improvement. Contributing insights to enhance operational efficiency and customer experience.
8. Problem Solving: Utilizing strong problem-solving and analytical skills to identify root causes of issues and finding effective solutions to ensure seamless transactions and service delivery.
9. Training: Participating in training sessions to enhance knowledge and skills related to customer service, banking operations, and remittance processes. Keeping up to date with industry trends and best practices.
10. Communication: Maintaining clear and professional communication with customers and colleagues. Aiding and information to customers on remittance-related queries.
11. Compliance: Ensuring adherence to anti-money laundering (AML) regulations and financial crime prevention measures. Conducting due diligence and risk assessments to ensure compliance with international standards.
12. Process Improvement: Identifying areas for process improvement within the remittance operations. Collaborating with teams to implement changes that enhance operational efficiency and customer satisfaction.

**Customer Service Representative (Inbound Interactions) KEYSTONE BANK LIMITED, Lagos (Nigeria) | February 2021 – September 2022**

* Assisted customers with their banking needs, including account inquiries, deposits, withdrawals, and loan applications.
* Demonstrated strong problem-solving skills, addressing, and resolving customer complaints with tact and empathy.
* Proactively cross-sold bank products and services to customers, achieving increased revenue and customer loyalty.
* Maintained accurate records of customer interactions and transactions, ensuring data integrity and compliance.
* Participated in training sessions to enhance knowledge and skills in customer service and banking operations.

**Education:**

**Bachelor of Science in Banking and Finance**

**University of Benin, Benin City, Edo State, Nigeria | 2014 – 2018**

**Skills:**

* Excellent communication and interpersonal skills, building rapport and trust with customers and team members.
* Strong problem-solving and analytical abilities, identifying root causes and providing effective solutions.
* Ability to work under pressure and meet tight deadlines, maintaining composure in fast-paced environments.
* Proficient in Microsoft Office and customer service software, optimizing workflow and data management.
* Knowledgeable in banking and remittance operations, ensuring seamless financial transactions**.**

**Certifications:**

* Anti-Money Laundering and Financial Crime (High Speed Training, UK) | February 2023
	+ In-depth knowledge of Anti-Money Laundering regulations and strategies to combat financial crime.
	+ Expertise in conducting due diligence and risk assessments to ensure compliance with international standards.
* The Data Analyst Course: Complete Data (Udemy) | July 2023
	+ Comprehensive data analysis skills, including data manipulation, visualization, and interpretation.
	+ Proficiency in Python and R for extracting insights from datasets to support data-driven decisions.
* **Proficiency in Management (Nigerian Institute of Management) CHARTERED | May 2020**
	+ Strategic planning, resource management, and team leadership skills for effective organizational management.
* **Fundamentals of Digital Marketing (Google) | May 2020**
	+ Expertise in SEO, social media marketing, email marketing, and online advertising for brand visibility.
* **Introduction to Corporate Finance (Corporate Finance Institute) | May 2020**
	+ Financial analysis, capital budgeting, valuation methods, and financial planning expertise.
* **Macro Economics 1 (Supply and Demand) - Quantic School of Business and Technology | May 2020**
	+ Understanding of macroeconomic concepts and their impact on global markets.
* **Human Resource Management (Pearson Vue) | September 2019**
	+ Talent acquisition, employee relations, performance management, and HR legal compliance skills.
* **Soft Skills Training (Jobberman Nigeria) | January 2021**
	+ Communication, teamwork, adaptability, and time management abilities for a productive work environment.
* **Introduction to Data Analytics (Skill up by Simplilearn) | December 2022**
	+ Data collection, analysis, and visualization techniques using Excel and Tableau.

**References**: Available on Request**Top of Form**