

CURRICULUM VITAE

Name: Glory Oluwaseun-Apo
Availability: Immediately

Profile:

A self-motivated individual seeking to continue professional development in the financial services and other regulated industries. Offers excellent interpersonal and communication abilities along with the capacity to handle a diverse workload per deadlines and processes. Previously sought upon in roles including Insurance Project Officer and Customer Services where one was recognised as an advocate for service excellence and best practice.

Key Skills:

- Customer Service
- Administration
- Case Management
- Project Support
- Data Protection
- Complaint Management
- Quality Checking
- Attention to Detail
- Reporting
- Compliance
- Microsoft Office
- Rapport Building & Active Listening

Education:

University of West London 2019

- Masters in applied project management

University of Northampton 2012

- BA Popular Music

Northampton College 2008

- BTEC National in Music Practice

Northampton College 2006

- BTEC First Diploma in Music Technology

Employment History:

Dates: June 2023 - February 2024
Company: FNZ UK Limited
Position: Financial Administrator
Reason for leaving: Fixed Term Contract

Duties:

- Processing Pensions Transfers for high-net-worth individuals and other clients of the business.
- Ensuring full audit trail is kept of all records and transactions to ensure compliance and for record management.
- Production of relevant reports to support key management information for relevant decision making.

March 2022 – June 2023: Concentrating solely on Glory’s Blogs and spending time with family.

Dates: September 2021 - February 2022
Company: Huntswood Ltd
Position: Customer Care Consultant
Reason for leaving: Short Term Contract

Duties:

- Ensuring the delivery of excellent customer service while assisting customers in a professional and timely manner.
- Performing compliance and identity checks in line with company's procedure to ensure prompt detection of identity thefts.
- Ensuring telephone calls are answered in line with established KPI's and queries are resolved at first point of contact.

Dates: January 2020 – August 2021
Company: Tesco Plc
Position: Cash Officer & Personal Shopper
Reason for leaving: New Opportunity

Duties:

- Reviewing of sales records and generating daily reports to highlight store sales.
- Performing and submitting periodic accounting information on relevant system
- Providing personal shopping experience to online customers to ensure a smooth and satisfactory experience.

Dates: November 2019 – Present (this is an ongoing venture)
Company: Glory’s Blogs
Position: Project and Operations Manager

Duties:

- Managing and planning of work deliverables across social media accounts.
- Coordinating and participating in content development activities necessary for platform engagement.
- Management of stakeholder and public engagement.
- Maintaining detailed tracker of deliverables and work events

Dates: July 2018 – September 2018
Company: Alexander Mann
Position: Complaints Investigator
Reason for leaving: Short Term Contract



Duties:

- Investigating complaints relating to allegations of mis sold Payment Protection Insurance policies.
- Reviewing customer's information to ensure consistency and accuracy.
- Assessing of customers files to ascertain if due diligence protocols were followed in Bank's dealing with customer.
- Performing compliance checks on product sales

Dates: August 2017 – June 2018
Company: Capital Ltd
Position: Complaints Manager
Reason for leaving: Short Term Contract

Duties:

- End to end assessment of complaints relating to an array of financial products for agricultural schemes.
- Ownership and management of customer complaints in relation to general insurance products.
- Conducting a detailed analysis of Mortgage and loan insurances for customers
- Peer checking of completed cases for accuracy and completeness.

Dates: March 2017 – April 2017
Company: Momenta Ltd
Position: Complaints Administrative Officer
Reason for leaving: Short Term Contract

Duties:

- Collating information relevant to customer's complaints from different systems into standard formats that allows for organised review of complaints
- Conducting a fact find exercise to establish scope of customer's complaints and updating internal systems with result of fact-find.

Dates: July 2016 – March 2017
Company: Simplyhealth UK
Position: Claims Customer Advisor
Reason for leaving: Short Term Contract

Duties:

- Ensuring customers receive a positive and outstanding experience each and every time.
- Investigating complaints relating to claims and providing resolutions within established SLA's
- Actively participate and working towards meeting agreed team and individual targets.
- Providing excellent customer service by taking ownership of queries.
- Quality checking of cases to ensure accuracy and completeness.
- Continually providing customers with complete, accurate and up to date information and support about their claims.

Dates: June 2014 – July 2016
Position: Raising Family

Dates: December 2013 – June 2014
Company: Lloyds Banking Group
Position: Insurance Project Administrative Officer
Reason for leaving: Short Term Contract



Duties:

- Accountable as an Insurance Project officer with the primary remit to investigate cases of mis-sold protective policies.
- Completion of Quality Assurance checks of peer work to feedback errors and maintain fair customer and bank outcomes.
- Analysing cases against a strict framework of criteria and logging findings per format and content requirements.
- Working closely with other Project Officers to support general banking operations. Moreover, to design and distribute reports to provide insight and updates on root causes.
- Taking the opportunity with staff and peers to share best practice in the selling of protective insurance.
- Ensuring the achievement of various objectives and providing any initiatives to management as to how department targets can be achieved.

Dates: October 2013 – December 2013
Company: Barclaycard
Position: Customer Service Assistant
Reason for leaving: Short Term Contract

Duties:

- Responsible as part of the Telephony Team to provide a timely and comprehensive service to customers with queries and complaints.
- Working towards the achievement of targets across various metrics including time to answer, call count and handling time.
- First point of contact for complaints. Investigating concerns raised and handling with empathy and diligence.
- Ensuring all internal policies and processes are followed without exception, including those outlined in data protection guidelines.
- Partaking in regular meetings with management and peers to discuss and explore various initiatives capable of improving department performance and customer experience.

Dates: January 2012 – October 2013 & Oct 2006 - Sep 2008
Company: New Look
Position: Sales Advisor

Duties:

- Ensure that customers are offered the best service and utilising any opportunity to up sell during transactions with additional items. Working at all times to ensure sales and service targets are met.
- Remaining up to date with product and service range and using this knowledge to ensure a comprehensive provision for customers with enquiries.
- Responsible for ensuring all point of sale material is correctly placed to support customer engagement and providing any insight to management as to how improvements can be made.
- Handling any customer complaints with service or products with tact and diplomacy and mitigating any further dissatisfaction through concluding in a timely manner.
- Processing transactions using the till and undertaking regular reconciliations to highlight and investigate any discrepancies.



Dates: August 2009 – January 2012
Company: Concession Halliet
Position: Sales Advisor

Duties:

- Accountable in a customer facing role with the primary remit to provide a professional and welcoming service.
- Handling general enquiries and any complaints or concerns with service with tact and diplomacy.
- Overseeing the seamless and on time delivery of orders; keeping the customer up to date throughout the process.
- Providing extended support with payroll administration. Collating pay information and submitting per deadlines in place.
- Ensuring all stock is placed correctly and partaking in regular audits to identify any discrepancies.

Dates: September 2009 – June 2010
Company: Northampton College
Position: Teaching assistant

Duties:

- Offering one-on-one tutoring and guidance for students who need extra help.
- Acting as a point of contact for students, providing encouragement and answering questions about coursework or assignments.
- Assisting students in developing their study skills, such as note-taking, research, and revision techniques.



