



# Glory Offiong

Customer Operations Manager

Harrow, UK

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## Languages

English (Fluent)

## About

Knowledgeable and service focused professional with extensive experience in the Financial Services Industry. Highly effective at promoting positive relationships, enhancing revenue growth and driving cost reduction. Strength in strategic planning, project and operations management with collaborative and motivational leadership style.

### BRANDS WORKED WITH

Airopay Nigeria Ltd (A fintech Company)

GOLDEN HEART FOUNDATION

Guaranty Trust Bank, Lagos

London Big Bake

(Standard Bank Group - SIBTC)

(Treats by Gigi Ltd.)

## Experience



### ● Project Coordinator and Customer Support

GOLDEN HEART FOUNDATION | Feb 2021 - Aug 2022

- Conceived and deployed a biometric system for capturing staff attendance resulting in efficient staff monitoring
- Worked with Project Manager to coordinate the design and implementation of a BOT messaging solution for enhanced client communication
- Monitored project processes (design to delivery) - highlighting key dates interdependencies
- Established and maintained material relationships with vendors for cost reduction purposes
- Attended weekly review meetings to report on milestones progress, key risk and issues regarding project milestones
- Provided general administrative support to project team as required
- Collaborated with internal teams to resolve customer concerns and enhance overall customer experience
- Conducted periodic process review to enhance operational efficiency

### ● Business Development Manager & Customer Support

(Standard Bank Group - SIBTC | Jan 2019 - Jan 2023

- Developed strategic partnerships to secure mandates for the deployment of electronic solutions to existing retail and corporate clients
- Cultivated and strengthened relationships with prospective clients and industry partners for enhanced revenue growth
- Prepared and implemented strategic growth plans to deepen relationships with clients based on company strategic objectives
- Identified opportunities for growth within non-traditional market segments and collaborated with relationship managers & sales team for a pitch
- Worked with support team to ensure seamless onboarding and solution deployment
- Resolved problems with high-profile customers to enhance service experience and drive retention
- Collaborated cross-functionally with headquarters, regional and other teams nationally to facilitate product training for staff and clients
- Encouraged cross-selling of additional products and services by ensuring a sound understanding of customer business/industry and peculiar needs.
- Maintained up-to-date knowledge of competitor products and pricing in market served
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### ● Sole Proprietor

(Treats by Gigi Ltd. | May 2016 - May 2019

- Client prospecting and relationship management
- Maintained up to date content on social media handles
- Designed customized thematic and character cakes for corporate and retail clients
- Measured, mixed and properly labelled all signs for mixes, weights and

measures with accurate information

- Supervised and communicated with Vendors for efficient delivery of raw materials and client orders
- Inspected products for quality assurance & ensured safe and hygienic environment
- Maintained current knowledge of pricing , ingredients and product availability
- New recipe development, product promotion & monitoring competitor activities

## ● Channel Development Team Lead & Support

Guaranty Trust Bank,Lagos | Jan 2008 - Jan 2023

- Developed and implemented strategies to drive adoption of digital banking Channels
- Execution of channel specific marketing programs (targeted events, branding campaigns & promotions)
- Monitored, analyzed and reported on marketing program performance
- Designed and documented process flows and service level agreements for product deployment/support and vendors,
- Identified and followed up with Support Team to resolve all channel related issues
- Designed activation strategies to improve product usage, grow market share and enhance profitability ,
- Cross sold Card Products to further deepen customer relationship and recorded 2% increase in revenue year on year
- Coordinated product training for various Business Groups
- Prepared variety of different written communications, reports and documents for management and regulatory bodies

## ● Operations Manager, Customer Experience

Airopay Nigeria Ltd (A fintech Company | Jan 2001 - Jan 2021

- Formulated processes to improve operational efficiency & customer satisfaction
- Took primary ownership for driving a seamless customer onboarding experience
- Weekly tracking of transaction usage on the mobile app and developing cross sell strategies in partnership with the marketing team for enhanced revenue generation
- Monitored, managed and supervised all backend support functions to ensure alignment with regulatory requirements
- Evaluated and partnered with suppliers/vendors to maintain tight cost controls and maximize business operational performance.
- Resolved escalations related to transfers, wallet funding , failed transactions, bill payments working with the support team

## ● Team Lead , Customer Support

London Big Bake |

- Helping to host up to 40 customers in a friendly and fun manner
- Taking responsibility for welcoming and seeing off customers and interacting with each station throughout the daily events
- Daily accountability for assisting with stock level maintenance and organisation of storage and presentation standards
- Time management of the event and shift changeover ensuring assistants are clear on their roles
- Supporting and offering creative hints and tips to customers
- Responsible for checking cleanliness during open, changeover and close and stock levels.
- Assist head baker with customer enquiries/feedback and regularly provide updates, ideas and feedback including booking and arrival systems
- Adhere and maintain all food and health and safety standards
- Assisting the Head Baker with day to day kitchen duties such as weighing out ingredients and making decorations
- Maintain high levels of customer service and positive attitude
- Maintain a high standard of presentation throughout the event