



**PRISCA AMARACHI OPARA**  
(BANKING SERVICES OFFICER)

**CONTACT INFORMATION**

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PRISCA OPARA

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Prisca Opara

ADDRESS:

Nationality:        Nigeria

State of Origin:    Imo

Local Government Area: Ahiazu  
Mbaise

Home Town: Umuofor Nnarambia  
Ahiara

Dedicated Banking Service Professional with an excellent knowledge of Customer Service. Being committed to maintaining professional relationships to increase profitability, and drive business results with proven multitasking skills. Responsible customer service professional with extensive experience in banking industry.

Solid team player with positive demeanor and proven skills and accountability. Motivated to maintaining client satisfaction and timely feedback for the company success. I specialize in quality, speed, and process optimization.

Articulate, energetic and results-oriented, with passion for excellence.

**SKILLS:**

Documentation and Reporting, Administrative support, Strategic sales knowledge, Money handling abilities, Account management, Complaint resolution, Creative problem solving, Negotiation, Mailing and Record keeping, Customer Relationship Management (CRM), Mentoring and Training, Effective communication and Management.

Proficient in the following:

Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft Publisher and so on.

**WORK HISTORY:**

October 2019- Current:	FINCA Microfinance Bank
Job Description:	Banking Services officer (Teller and Customer Service)

**EDUCATION**

2012-2016:    University of Nigeria Nsukka

Course: Bachelor of Science in Education/Biology

## OTHER PROFESSIONAL CERTIFICATES

COURSE NAME	INSTITUTION	DATE
Fundamentals of Banking Services	Chartered Institute of Bankers of Nigeria	July 4-5, 2020
Information Security Awareness Course	FINCA Development Academy (FDA)	October 28, 2021
Anti-Money Laundering and Combatting the Financing Terrorism	FINCA Development Academy (FDA)	Dec 18, 2021
Diversity and Inclusion	FINCA Development Academy (FDA)	July 17, 2020
Fostering Financial Health	FINCA Development Academy (FDA)	March 10, 2022
Harassment and Discrimination Prevention	FINCA Development Academy (FDA)	April 7, 2020
Leading Customer Experience	FINCA Development Academy (FDA)	October 20, 2020
Uncovering and Mitigating Unconscious Bias	FINCA Development Academy (FDA)	March 24, 2021
Anti-Bribery and Anti-Corruption Best Practices	FINCA Development Academy (FDA)	February 1, 2021