

# KEHINDE O. OMISESAN

Remittance & Banking Transactions Professional | Cash Operations | Customer Service | KYC & AML Compliance

 Doha, Qatar

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 komisesan@yahoo.com

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## PROFESSIONAL SUMMARY

Banking operations and transaction processing professional with 8+ years of experience supporting financial transactions, customer service operations, and payment processing within regulated banking environments.

Experienced in processing deposits, withdrawals, transfers, and remittance-related transactions while ensuring compliance with operational procedures, KYC verification, and AML regulatory requirements.

Skilled in transaction reconciliation, customer query resolution, financial record management, and operational reporting, with a strong commitment to accuracy, accountability, and secure handling of financial transactions in high-volume environments.

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## CORE COMPETENCIES

### Remittance & Cash Operations

- Money Transfer & Remittance Processing
- Cash Handling & Drawer Balancing
- Deposits & Withdrawals Processing
- Transaction Reconciliation
- Currency Handling Procedures
- High-Volume Transaction Processing

## **Customer Service**

- Customer Transaction Assistance
- Complaint Resolution
- Product & Service Guidance
- Professional Client Interaction

## **Compliance & Transaction Monitoring**

- KYC Verification Procedures
- AML Compliance Awareness
- Financial Record Management
- Transaction Reporting & Documentation

## **Systems & Reporting**

- Core Banking Systems
- Transaction Processing Systems
- CRM Case Management
- Microsoft Excel
- Operational Reporting

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# **PROFESSIONAL EXPERIENCE**

## **E-Business Experience Officer (Digital Banking Operations)**

Providus Bank – Lagos, Nigeria

2020 – 2025

- Assisted customers with digital transfers, payments, and account transactions through internet and mobile banking platforms.
- Processed and monitored high-volume customer transactions, ensuring compliance with banking procedures and service standards.
- Managed CRM cases related to transaction issues, payment processing, and account services, ensuring timely resolution.
- Ensured customer identity verification and supported compliance with KYC and AML guidelines during transaction processing.
- Coordinated with IT and backend operations teams to resolve transaction discrepancies and service issues.
- Provided customers with guidance on banking services, transaction processes, and digital banking products.

- Maintained accurate documentation of customer transactions, service requests, and operational records for reporting and compliance purposes.
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## **Operations Officer**

Zenith Bank Plc – Nigeria

2017 – 2020

- Processed daily financial transactions including deposits, withdrawals, transfers, and account service requests.
  - Maintained accurate records of financial transactions and operational reports.
  - Performed transaction reconciliation and verification of account activities to identify and resolve discrepancies.
  - Ensured compliance with banking procedures, operational controls, and financial security regulations.
  - Verified customer information and documentation in line with KYC procedures and AML compliance requirements.
  - Assisted customers with transaction inquiries and account services, delivering high levels of customer satisfaction.
  - Supported branch operations in handling high volumes of customer transactions with accuracy and efficiency.
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## **Administrative & Operations Support**

Cardiff International School – Doha, Qatar

2026 – Present

- Maintain structured documentation and operational records in accordance with organizational procedures.
  - Support administrative coordination and ensure accuracy in record management and reporting.
  - Assist in maintaining organized documentation to support operational processes.
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## **EDUCATION**

Diploma in Accounting and Business

Association of Chartered Certified Accountants (ACCA), UK

Bachelor of Science (BSc) – Biochemistry

Babcock University, Nigeria

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## **PROFESSIONAL CERTIFICATIONS**

- Lean Six Sigma Yellow Belt (In Progress)
  - International Project Management Professional (IPMP)
  - Health, Safety & Environment (HSE)
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## **TECHNICAL SKILLS**

- Core Banking Systems
  - Transaction Processing Platforms
  - CRM Systems
  - Microsoft Excel (Pivot Tables, VLOOKUP)
  - Data Reconciliation & Reporting
  - Operational Documentation
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## **LANGUAGES**

English — Fluent

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## **REFERENCES**

Available upon request.