

Contact

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Top Skills

Fraud Prevention
Customer Support
Online Advertising

Rebecca Owolabi (DCP)

Customer Service|Fraud Specialist|Transaction Monitoring|Due Diligence Compliance |Compliance Specialist|Fintech
Lagos, Lagos State, Nigeria

Experience

BudPay

3 years 2 months

Compliance Specialist

April 2024 - Present (1 year 6 months)

Lagos State, Nigeria

- Reviewing Merchants KYC documents at the point of onboarding in line with the regulatory requirement and guidelines accurately.
- Perform further investigation on identifying suspicious customers and report to the appropriate authority.
- Risk classification and customer profiling.
- To perform KYC and due diligence quality assurance on merchants.
- Periodically review of KYC records for Completeness and validity that documents and risk assessment are current and upto date.
- Evaluate high-risk accounts and analyse the processes and policies for admitting new customers and agents.
- Monitor a high volume of transactions, promptly identifying and investigating anomalies or red flags, and escalating potential issues to appropriate teams.
- Conduct thorough analysis of financial transactions using specialized software and tools to identify patterns indicative of money laundering, fraud, and other illicit activities.

Fraud Analyst

June 2023 - March 2024 (10 months)

Nigeria

Customer Service Specialist

August 2022 - May 2023 (10 months)

Lagos, Nigeria

Technical Account Manager / Payment Operations Support

August 2022 - May 2023 (10 months)

Lagos State, Nigeria

Account Maintenance: I am responsible for meticulously managing customer accounts and interaction records to guarantee accuracy and reliability.

Payments Operations: Addressing inquiries, complaints, and comments regarding payments with professionalism and efficiency forms a significant part of my role.

Customer Experience Optimization: I prioritize optimized customer experiences, ensuring that every interaction with BudPay reflects our commitment to excellence.

Collaborative Approach: I foster collaboration across departments to ensure a cohesive workflow, promoting exceptional service delivery and customer satisfaction.

Tailored Solutions: I aim to contribute to our customers' success by delivering tailored payment solutions that meet their unique needs and requirements.

Continuous Improvement: I actively seek opportunities for process enhancement and innovation, striving to maintain BudPay's position as a leader in the fintech industry.

Relationship Building: I cultivate strong relationships with clients, stakeholders, and internal teams to foster satisfaction and drive mutual success.

COOLBUCKS

Sales Specialist

May 2022 - July 2023 (1 year 3 months)

Nigeria

Flourishea company

Administration Assistant

May 2021 - January 2022 (9 months)

Nigeria

Education

Ekiti State University

Bachelor of Business Administration - BBA, Business Administration and Management, General · (October 2015 - January 2021)

Università Bocconi

Certificate (Coursera), International Leadership and Organizational
Behaviour · (October 2021)

University of London

Certificate (Coursera), Brand Management: Aligning Business, Brand and
Behavior · (August 2021)