

Amara Okonkwo

Junior Bank Associate

Bristol, United Kingdom
amara.okonkwo@gmail.com
+44 7493 172 845
linkedin.com/in/amaraokonkwo



Banking and Finance graduate from the University of the West of England with a **2:1 degree (66% average)** and experience from a summer internship at a high street bank. Processed over **450 customer transactions** during placement and achieved a **Net Promoter Score of 78** from customer feedback. Completed the **CFA Investment Foundations** programme and holds a strong understanding of retail banking products, KYC procedures, and anti money laundering compliance. Seeking a junior banking role to develop skills in client advisory and financial services.

Experience

Customer Service Intern (Summer), Lloyds Banking Group, Bristol

Jun 2025 – Aug 2025

Completed a 10 week summer internship in the retail banking division, supporting branch advisors with customer service and account management.

- Processed over **450 customer transactions** including deposits, withdrawals, transfers, and standing order changes across the counter and digital channels
- Assisted **35 customers** with savings and current account product enquiries, contributing to **12 successful account openings**
- Completed **KYC and identity verification checks** for **28 new customers** in line with FCA regulations and internal compliance policies
- Achieved a **Net Promoter Score of 78** based on feedback from **60+ surveyed customers**, exceeding the branch average of 65

Administrative Assistant (Part-Time), Bristol Credit Union, Bristol

Sep 2024 – May 2025

Provided administrative support to the operations team at a community credit union serving over 6,000 members.

- Maintained member records in the core banking system, updating **80+ accounts per week** with accurate personal and financial information
- Assisted with loan application processing, gathering supporting documents for **15 applications per month** and flagging incomplete files
- Drafted **4 monthly newsletters** sent to **3,200 members**, promoting new savings products and financial literacy events

Education

BSc (Hons) Banking and Finance in Banking and Finance, University of the West of England, Bristol

Sep 2022 – Jul 2025

Graduated with Upper Second Class Honours (**66% average**). Dissertation on the impact of open banking on customer switching behaviour in UK retail banking, graded **69%**.

- Relevant modules: Retail Banking, Financial Markets, Risk Management, Corporate Finance, Financial Regulation, Economics for Business
- Awarded the **Bristol Business School Academic Achievement Prize** for the highest mark in Financial Regulation (**75%**)
- Completed the **CFA Investment Foundations** programme as an extracurricular qualification

Skills

Retail Banking Products (Savings, Current Accounts, Loans) • KYC and Customer Due Diligence • Anti Money Laundering (AML) Awareness • Financial Regulation (FCA Framework) • Microsoft Excel (Financial Modelling Basics) • Core Banking Systems • Customer Relationship Management • Data Entry and Record Management • Cash Handling • Complaint Resolution • Professional Communication • Attention to Detail

Certifications

CFA Investment Foundations, CFA Institute

Jan 2025 – Apr 2025

Introduction to Anti Money Laundering, ICA (International Compliance Association)

Mar 2025 – Mar 2025

Languages

English - Native • Igbo - Conversational

Projects

Chair - UWE Finance and Investment Society

Sep 2024 – Jun 2025

Led the university's finance society, organising events and managing a virtual stock trading competition.

- Organised **7 speaker events** with professionals from Lloyds, Hargreaves Lansdown, and Deloitte, with average attendance of **35 students**
- Ran a **semester long virtual trading competition** with **48 participants** using a simulated portfolio of **£50,000**
- Grew society membership from **60 to 130 students** through targeted social media campaigns and Freshers' Week promotion

Open Banking Research Project

Jan 2025 – Apr 2025

Conducted a group research project on the adoption of open banking APIs among UK challenger banks.

- Surveyed **120 UK banking customers** aged 18 to 35 on their awareness and usage of open banking features
- Analysed data using SPSS and presented findings showing that **only 23% of respondents** had actively used an open banking enabled service
- Submitted a **5,000 word report** with policy recommendations, graded **72%**

References

James Fielding

Branch Manager, Lloyds Banking Group, james.fielding@lloydsbanking.com, +44 7700 900 845

Extra Curricular Activity

Financial Literacy Volunteer - MyBnk

Oct 2024 – Jun 2025

Delivered financial literacy workshops to secondary school students in Bristol as part of the MyBnk programme.

- Facilitated **8 workshops** covering budgeting, saving, and understanding credit for **Year 10 and 11 students**
- Reached a total of **160 students** across **3 schools** in South Bristol

Mentor - UWE Black Students' Network

Jan 2024 – Jun 2025

Mentored **3 first year students** studying business and finance through their transition into university life.

- Held **fortnightly mentoring sessions** covering study skills, career planning, and application support
- All **3 mentees** passed their first year with averages above **60%**

Parkrun Regular - Ashton Court Parkrun

Jan 2023 – Jun 2025

Regular participant at the weekly 5k event in Ashton Court, Bristol.

- Completed **55+ parkruns** with a personal best of **24 minutes 12 seconds**