

# PROFILE



## **MRS. NWAKWUE, SYLVIA, FCIB**

### **POSITION: OTHER ELECTIVE POSITIONS OF THE GOVERNING COUNCIL**

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Mrs. Sylvia Nwakwue is currently the Divisional Head, Transaction Services Lagos & Southwest, Guaranty Trust Bank Plc. Banking Experience in retail branch Operations, Customer Service, Cash Management, Business Development Payments, and KYC & Regulatory Compliance.

- ❖ Current Chairman of Committee of Heads of Bank Operations in Nigeria (CHBO), an active body known for its contribution to initiatives in the payment industry in Nigeria. such notable projects in collaboration with Central Bank of Nigeria includes the Bank Verification Number (BVN), Nigeria Interbank Instant payment (NIP), e Reference, e-Dividend etc.
- ❖ Bachelor of Science Degree, Geology
- ❖ Master of Science in Finance
- ❖ Chartered Banker MBA in Business Administration from Bangor University, Wales.
- ❖ Honorary Senior Member, The Chartered Institute of Bankers Nigeria (HCIB)
- ❖ Associate, The Chartered Institute of Bankers Nigeria (ACIB)
- ❖ Fellow, The Chartered Institute of Bankers Nigeria (FCIB)
- ❖ Fellow, Chartered Institute of Bankers, Scotland (FCBI).
- ❖ WIMBOARD Fellow and a member of the US based Association of Certified Anti-Money Laundering Specialists ACAMS.
- ❖ Attended extensive local and international executive training at institutions such as the Lagos Business School, Harvard Business School Boston USA, Michigan Ross Business School, and Cranfield School of Management
- ❖ Sylvia has been recognized by the Security and Exchange Commission (SEC) for her contribution to the development of the Nigerian Capital Market (e Dividend) and commended for her active involvement in various initiatives at Chartered Institute of Bankers of Nigeria and Nigeria Interbank Settlement System (NIBSS)
- ❖ Local & global thought leadership through presentations and participation in several conferences and workshop e.g., Middle East Africa cash cycle seminar at Abu Dhabi on beyond cash - managing digital transformation.

- ❖ Chaired the cash Committee under the CBN Industry Transformation Project which came up with recommendations that led to the licensing of cash in transit and cash processing companies, industry shared services etc.
- ❖ Served in several other Industry/ Central Bank of Nigeria initiatives like the e fraud forum, MICR committee and facilitation at various retreat such as the currency operations retreat, branch operations retreat on 'Driving Innovation and creating operational excellence in extraordinary times', 'A new agenda on cash management in Nigeria@ etc.
- ❖ Have worked with other industry stakeholders to align Nigeria banking industry to global acceptable standard, drive financial inclusion, develop and improve adoption of electronic /other alternative channels etc.

**Key roles at CIBN include:**

- ❖ Member of the membership committee with assigned task to review membership statistics and identify key parameters for improved participation across age and gender, encourage prompt payment of annual dues etc.
- ❖ Member FINTECH & Digital innovation committee
- ❖ Member of the CIBN annual dinner committee for (2020 -22), Chaired the awards and recognition sub-committee of the annual banker's dinner and introduced awards such as the X factor, next generation customer, young banker of the year etc. this was well received and progressively witnessed high attendance especially amongst the young bankers.
- ❖ Facilitated FINTECH training 'Enhancing operational excellence in digital era' and reviewed the newly introduced FINTECH course material used for the certification program.
- ❖ Participated in the 22nd National Seminar of Banking & Allied Matters for Judges as a panelist.
- ❖ Participated in several CIBN conferences and capacity building sessions.