**JACK, AMARACHI BLESSING**

**47, Owoyemi Street, Off Ojo Road, Ajegunle Apapa, Lagos.**

🖂 [**Jackamarachi9@gmail.com**](mailto:Jackamarachi9@gmail.com) **+**234-**09058231853**

https://www.linkedin.com/in/amarachi-jack-654680165/

Sex: Female

State of Origin: Abia

Local Government Area: Ikwuano

Religion: Christainity

Language spoken: English, Igbo

**Profile Summary**

Jack Amarachi is a highly experienced Administrator, Customer service, Sales and Business Development professional with over two years’ experience that cut across different Financial Sectors.

**Professional Certifications and Languages**

**October 2017**. Project Management Professional (PMP)

**October 2017**. Health, Safety and Environment, (HSE 1, 2 & 3)

**October2017**. Environmental Impact Assessment (EIA)

**February 2018**. Customer Relationship Management (CRM)

**October 2023.** Frontend Developer with proficiency in HTML, CSS, JAVASCRIPT, and BOOTSTRAP

**October 2023.** UI/UX Designer with proficiency in FIGMA and Adobe XD

**Academic Qualifications**

**Nov 2012 – Sept 2016** Abia State University. B. Sc. Biochemistry **Second Class Upper Division**

**April 2012 – Sept 2012** Spring Computing Institute. Diploma in Desktop Publishing

**Sept 2005 – June 2011** Hopebay College Alaba Oro, Lagos. **Senior School Certificate**

**Sept 2000– July 2005** Hope Children School, Ojo road, Lagos. **First School Leaving Certificate**

**Work experience**

**October 2021 - Till date. United Bank for Africa (UBA)**

**Customer Experience Expert**

* Resolve customer’s complaint, request or enquiry in a timely and friendly yet professional manner.
* Giving customers complete and adequate information.
* Cross selling and up selling company’s products and services to customers.

**May2019 – March 2020. Page International Financial Services Limited**

**Analyst**

* Approve loans within specified limits, and refer loan applications outside those limits to management for approval
* Meet with applicants to obtain information for loan applications and to answer questions about the process
* Analyze applicants' financial status, and credit to determine feasibility of granting loans
* Explain to customers the different types of loans and credit options that are available, as well as the terms of those services
* Review loan agreements to ensure that they are complete and accurate according to policy

**June 2018 – April 2019 Sterling Bank Nigeria,**

**Direct Sales Executive**

* Organizing sales visits
* Demonstrating and presenting products
* Establishing new business
* Maintaining accurate records
* Attending trade exhibitions, conferences and meetings
* Aiming to achieve monthly or annual targets.

**Aug 2017 – April 2018. U-Report Nigeria**

**Registration Officer**

* Ensure all applications are accurately recorded
* Ensure applications files are complete and well organized
* Identify problem applications
* Prepare proposed terms and conditions of registration
* Analyze and resolve client issues to meet and exceed customer satisfaction

**May 2017 – April 2018 Government Girls Secondary School (NYSC Scheme)**

**Teaching**

* Develop and issue educational content including notes, tests, and assignments.
* Supervise classes to ensure all students are learning in a safe and productive environment.
* Organize supplies and resources for lectures and presentations.
* Deliver personalized instruction to each student by encouraging interactive learning.
* Plan and implement educational activities and events.

**May 2015 – Dec 2015 Kenny Medical Centre**

**Laboratory Trainee**

* Receive and process samples to identify suitability
* Prepare samples for testing using various types of laboratory equipment
* Perform laboratory testing, including pH and bacterial culturing
* Prepare and maintain accurate laboratory records
* Label specimens accurately and distribute them to the appropriate department

**Professional Competencies/Skills**

* Ability for persistence and independent study.
* Ability to learn fast and adapt to new working environment
* Ability to work under pressure and competitive environment
* Sales and Marketing
* Project Management trained
* Good communication, presentation and listening skills
* Good interpersonal skill
* Customer relationship skill
* Good computer skill
* Proficiency in Health, Safety, and Environment

**Interests**

Writing, Reading, Meeting people, traveling and Volunteering

**Referees**

Miss. Abigail Oyewumi Dr. Aladetohun Kehinde

CFC Multimedia Manager, Chief Medical Director,

United Bank for Africa, Kenny Medical Center.

08094461656 08023132267