

CAREND UFUOKA

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SUMMARY

- Detailed oriented professional with 5+ years of relevant work experience in the Fintech industry, dedicated to assisting customers achieve their goals, in a timely and professional manner.
- Experience with configuration, testing and implementation of **IT systems and infrastructures** while meeting challenging deadlines.
- Background knowledge in finance and IT, with a great interest in learning new technologies.
- Recently completed the Google Data Analytics Professional Certificate and am eager for an opportunity to use my skills in helping businesses effectively make data-driven decisions.
- Hands-on experience with risk management in the Payments industry

PROFESSIONAL SKILLS

- Hands on experience with financial infrastructures
- Essential risk management skills
- Data analysis with Excel, SQL and R
- Communicate efficiently with all stakeholders
- Experience with managing diverse projects
- Proficient in problem solving and research skills
- Quickly adapt in intercultural environments
- Excellent team player

WORK EXPERIENCE

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|----------------------|--|---------|
| 06/2020 –
10/2022 | Business Support Specialist, Payments Operations – INPAY A/S | Denmark |
| | <ul style="list-style-type: none">• Communicated to and worked with key stakeholders like merchants, financial partners, as well as the IT, Sales, Network departments, on the progress of projects.• Responsible for the team's documentation project on Confluence to document tasks and procedures for the Operations team• Processed payments through company's payment infrastructures• Increased my analytical and project management skills through self-study and ad-hoc Operations tasks• Transaction screening to prevent money laundering and terrorist financing | |
| 05/2019 –
04/2020 | Implementation Specialist, Project Management – VALITOR | Denmark |
| | <ul style="list-style-type: none">• Manage over 40 diverse projects of various sizes and complexity• Onboarding Card-present and E-commerce customers• Perform risk assessment with KYC/CDD• Account management: from CRM to payment gateway system• Assist customers with acquiring over 5 different payment methods for each of their branches• Technical configuration of different payment infrastructures | |
| 12/2016 –
04/2019 | Financial Services Representative – Global Exchange, CPH Airport | Denmark |
| | <ul style="list-style-type: none">• Provide excellent customer service and support• Monitor and report suspicious activities and findings to management• Efficiently negotiate and handle complaints• Assist with training new employees | |

EDUCATION

09/2014 – 06/2016: **MSc. International Business and Management** - De Montfort University, Denmark
02/2012 – 01/2014: **Diploma in Multimedia Design and Communication** - Sjællands Erhvervsakademi, Denmark
09/2005 – 06/2009: **BSc. Banking and Finance** – University of Buea, Cameroon

COURSES AND CERTIFICATIONS

2022: **Google Data Analytics Professional** Certificate (online course)
2016-2022: Risk and Compliance Training (yearly training at work)

SKILLS, LANGUAGES, AND INTERESTS

Technical: Excel, SQL, R, Tableau, HTML, CSS, Dynamics365, Atlassian Jira & Confluence
Languages: English, French, Danish
Interests: Fashion Design, YouTube (Tutorials), Audiobooks