



# AJALA, Christianah Eniola

## PROFESSIONAL SUMMARY

I am a motivated and target driven individual with over 6 years work experience across various industries and businesses: Printing and Publishing; Branding and Advertising; Interior Design and Construction; Banking; Health Technology and Insurance. I am skilled at business operations, administration, management, customer relationship and financial analysis.

## EXPERIENCE

### Credit Manager/Pharmacy Operations Manager

Wellahealth Technologies

Jul 2020 till date

- ✓ Disburse loan facilities to pharmacies
- ✓ Evaluate loan applications to confirm eligibility
- ✓ Monitor level of service delivery and compliance at pharmacies
- ✓ Onboard and work with pharmacies to develop long term partnerships
- ✓ Create self enduring strategies to maintain a steady pipeline of new pharmacies
- ✓ Act as a primary point of contact for the pharmacies and Wellahealth throughout their lifecycle
- ✓ Hire and train agents for partnership projects
- ✓ Ensure pharmacies are updated on new product features and have developed a strategy to implement where applicable
- ✓ Engage partners such as HMOs, Telecoms for new opportunities


### Account/Relationship Officer, Oil and Gas Division

Guaranty Trust Bank plc


Nov 2017 to Aug 2019

- ✓ Closely collaborated with team members and supervisors to guide the profit center through its planned growth initiatives and targeted profitability.
- ✓ Monitored industry trends and developments.
- ✓ Ensured strict compliance and adherence to banking policies, procedures and regulations.
- ✓ Preparation of reports; Income Statement, Balance sheet, Deposit Report, Asset and Liability reports, Monthly Performance Report, Quarterly Business Performance review, Criticized Asset Report and Risk Assets Reports.
- ✓ Development of business literature and proposals to existing and prospective clients.
- ✓ Review of account transactions and regular reconciliation of customers' accounts with respect to ensuring accuracy in interest charges, loan balances.
- ✓ Mobilized deposits and created assets in bid to meet the team's profitability target.

## CONTACT

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## EDUCATION

### BSc. Microbiology 2012

Obafemi Awolowo University, Nigeria

## SKILLS

- ✓ Proficient in Excel, MS Word, PowerPoint
- ✓ Working knowledge of JIRA and Trello
- ✓ Working knowledge of PowerBI
- ✓ Financial analysis
- ✓ Excellent writing and verbal communications skills
- ✓ Good leadership and interpersonal skills
- ✓ Interactive and proactive team player with good problem solving skills
- ✓ Enthusiastic and creative

## MEMBERSHIP

- ✓ British Computer Society

## CERTIFICATION

- ✓ Testify Limited, Certificate in Software Testing
- ✓ British Computer Society, Certificate in Information Technology
- ✓ Federal Radio Corporation of Nigeria, Diploma in Basic Presentation

## **ACHIEVEMENT**

### **Wellahealth Technologies**

- ✓ Launched the loan product to pharmacies
- ✓ Disbursed N10million upon launch
- ✓ Ensured 50% uptake of the Wellapartner app by pharmacies within 6 months of deployment
- ✓ Signed up over 200 pharmacies in a 5 month period to increase pharmacies in the network to over 1000.

### **Guaranty Trust Bank plc**

- ✓ Secured approval for a \$1 million Invoice Discounting Facility for a manpower services company
- ✓ Achieved deposit lodgement of N1.6bn over a period of 4 months

### **Guaranty Trust Bank Training School**

- ✓ Best Graduating Student with 89% average

## **HOBBIES/INTERESTS**

- ✓ Travelling
- ✓ Soccer
- ✓ Reading
- ✓ Music
- ✓ Movies
- ✓ Swimming
- ✓ Dancing

### **Operations Manager**

Phoster Solutions Limited

**Oct 2014 to Jun 2017**

- ✓ Ensured all operations were carried on in an appropriate, cost-effective way that aligned with company's objective
- ✓ Planned and monitored purchase of materials and efficient use of inventory
- ✓ Liaison between the company and the vendors/suppliers
- ✓ Handling of organisation's internal and external information flow
- ✓ Management of organisation budget
- ✓ Monitor KPIs of all employees
- ✓ Plan, direct and manage the performance of all internal operations.
- ✓ Manage payroll.
- ✓ Recruit and train employees

### **Administrative Officer/Editor**

Julak International Publishing Nig Ltd

**Jul 2013 to Jun 2017**

- ✓ Customer engagement and resolution of complaints
- ✓ Liaison between the company and the vendors/suppliers
- ✓ Handled organisation's internal and external correspondences
- ✓ Management of organisation's finances.
- ✓ Communication of job expectations with vendors and other employees
- ✓ Oversee data entry and manage payroll

## **VOLUNTEER EXPERIENCE**

### **Program Director/Facilitator**

OMOGE Initiative

**Oct 2013 till date**

Ayo-Adedeji Foundation

**Dec 2020 till Mar 2021**

- ✓ Organise events in line with NGO's objectives
- ✓ Create budget for events
- ✓ Manage participants and volunteers
- ✓ Engage stakeholders and beneficiaries
- ✓ Create/work on proposals and grant requests
- ✓ Create reports and make presentations to stakeholders

### **Support Coach**

IMMERSE Coaching Company

**2019 till date**

- ✓ Manage a squad of women to drive course/book/goal reviews periodically
- ✓ Drive engagement and conversations in groups
- ✓ Engage squad members using affirmations, one-on-one follow up and course reviews
- ✓ Engage with resources to have a first-hand view of all contents members are interacting with
- ✓ Give feedback and report to the head coach