

Nwanna Anthony Ugochukwu

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Professional Summary

Hardworking and reliable Customer Service Representative Officer focused on going above and beyond to support team and serve customers. Trained in marketing and offering top-notch customer support abilities. Motivated to continue to learn and grow in my professional career.

Skills

- Business process improvement
- Communication Skills
- Revenue generation
- Team building and leadership
- Ability to multitask
- Microsoft Office
- Operations oversight

Experience

Operations Manager

Dec 2021 - Jun 2022

Phoenix Treasury Ltd - Port Harcourt, Rivers State

- Supervising and managing all loan processes from customers application to disbursement
- Conduct various assessments and audits to ensure department procedures are achieving accurate and desired results
- Ensure the highest level of confidentiality with all information obtained
- Provided daily direction for operations staff based on current priorities.

Business Development Officer

Jan 2020 - Aug 2020

Xima FX Ltd - Port Harcourt, Rivers

- Working with executives to implement marketing strategies and new opportunities
- Encouraging new and existing clients by creating and improving proposals
- Ensuring that the company meets revenue targets
- Providing training and mentoring to other members of the team
- Developing and pitching ideas for potential investors

Relationship Manager

Jan 2017 - Jan 2020

United Bank for Africa Plc - Port Harcourt, Rivers State

- Achieve growth within the Key performance indicators; liability and risk asset generation, account opening, income generation, and e-banking product offerings
- Actively seek out new sales opportunities through cold calling, networking and referrals
- Expedites the resolution of complaints to maximize satisfaction and boost customer service experience
- Develop referral networks and cross-sell products and services
- Identify potential loan markets and develop referral networks
- Ensures compliance with all internal policies and regulatory guidelines

Customer Service Officer

Mar 2013 - Jan 2016

United Bank for Africa - Port Harcourt, Rivers State

- Sorted and filed transaction documentation to maintain complete records.
- Developed relationships with customers, suggested suitable bank services, and met banking needs.
- Met sales quotas consistently by discussing and cross-selling bank products with customers.
- Obtained and input customer information to open new accounts.
- Supported customers by coordinating special actions like ordering new bank cards and personal checks.

Education

Bachelor of Science : Finance and Banking *Oct 2016*

University of Port Harcourt - Port Harcourt, Rivers State

Higher National Diploma : Banking and Finance *Oct 2010*

Federal Polytechnic Oko - Oko, Anambra

OND : Insurance *Oct 2006*

Federal Polytechnic Oko - Anambra

Senior Secondary School Certificate *Jun 2004*

National High School - Port Harcourt, Rivers State

First School Leaving Certificate *Sep 1998*

Army Children School, Rainbow Barrack - Port Harcourt, Rivers State

Hobbies

Watching and analyzing soccer

Affiliations

President, Students In Free Enterprise (SIFE) - Federal Polytechnic Oko Chapter - 2010

Reference

References available upon request