

CHIKAOSOLU CAJETAN EJIKE

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OBJECTIVE

Proactive, well versed in dispute resolution, settlement and reconciliation, front end web development and customer service which has brought about achieving goals timely, juggling multiple tasks while maintaining high level of customer satisfaction with a passion for delivering outstanding service, at the same time looking to learn new skills, take on extra responsibilities and grow professionally.

EXPERIENCE

Abuja, FCT (Remote)
Aug 2022 – Sept 2022

Account Reconciliation & Settlement **Lock Trust (LT)**

Settlement and Account Reconciliations of transactions of various terminals such as POS, ATM and ACD.

Abuja, FCT
Feb 2022 – Aug 2022

Web Developer Intern **SunDimension**

Undergoing a training and internship on Web Development; HTML, CSS, Bootstrap, Tailwind, JavaScript.

Utako, Abuja
Jan 2020 – Jan, 2022

Account Reconciliation/Settlement Officer **Fidfund Microfinance Bank Ltd**

- Monitored and reconciled bills payment collections account and cash withdrawal transactions.
- Checked for completeness of settlement report gotten from switch companies.
- Monitored and reconciled fund transfer transactions.
- Daily computing of dispense error transactions.
- Escalated identified discrepancies between settlement from switch companies and settlement passed by partners.
- Determination of company's cash position.

Utako, Abuja

Oct 2016 – Dec, 2019

Cash Movement & Management/Customer Service Officer

Fidfund Microfinance Bank Ltd

- Coordinated daily cash reconciliation at head office.
- Maintained friendly and professional customer interactions.
- Handled customer complaints with empathy and composure.
- Maintained balanced record with 99% rate of accuracy.
- Opened accounts on the different products of the bank.
- Rapidly and efficiently prepared customer ATM request and cheque orders.
- Continued education on current banking products and services through Cees Assist Resources Ltd.
- Answered calls, responded to emails, and spoke with clients face-to-face on inquiries on banking products including checking, savings, loans and lines of credit.
- Executed customer transactions, including withdrawals, money orders, request of withdrawal booklets and cheques.
- BVN enrollment/ verification.
- Ensured that the requirements and proper documentations for account opening are met.
- Proper records of account opening forms.
- Verified signatures and mandate cards.
- Cash management and movement operations from the vault and to the vault.
- Issued of account statements on request.
- Consistently met my short and long-term targets.
- Processed a range of documentation and entered information into databases.
- Trained, coached, and supervised new staff members.
- Accurately handled large amounts of money on the cash register.
- Pitched ideas on how to improve performance and efficiency.
- Helped management to identify workflow issues and find solutions.

Abuja, FCT

Nov 2014 – Oct 2015

Support Staff

Budget Office of the Federation (Federal Ministry of Finance)

Assisted in the collation of 2014 and 2015 National Budget and consolidated Budget of these years, and making effective use of Microsoft Excel, PowerPoint and Word in execution of various functions.

Okija, Anambra State

Jan 2013 – Aug 2014

Sub Dean of Boys

Madonna University

Acted as the bridge between the student affairs of Madonna University Okija and the male students of the institution under the supervision of the Dean of Boys (Fr. Elias Nwachukwu), helped facilitate quick response to complaints and development of the boys hostel in general.

EDUCATION/CERTIFICATION

Okija, Anambra State

Mar 2009 – Jul 2014

BSc. Banking and Finance

Madonna University

Abuja, FCT

Feb 2022 – Present

Web Development

SunAcademy

Abuja, FCT

Aug 2019

Basic Understanding of Accounting for Non-Accountants

Cees Assist Resources Ltd

Berlin, Germany

Apr 2019 – May 2019

Basics of Project Management

International Business Management Institute

Berlin, Germany

Apr 2019 – May 2019

Risk Management

International Business Management Institute

Abuja, FCT

Mar 2018

Marketing in MFBs/Credit Admin & Loan Recovery Tech./

Customer Service

Cees Assist Resources Ltd

Abuja, FCT

Feb 2014

Microsoft Office Specialist

WE'R IT Global

Maitama, Abuja

Sep 2003 – Jun 2008

WASSCE/NECO

Model Secondary School

SKILLS

- Problem-Solving
- Teamwork
- Customer Service

- Mentoring
- Leadership
- Strong work ethics and confidentiality

- Time management
- Attention to details
- Ability to work focused

REFEREE

Mr. Okonkwo Peter C

*Office of the Accountant General of the
Federation, Abuja.*

08036347927

Mr. Adeniran Gabriel

*Budget Office of the Federation, Federal
Ministry of Finance, Abuja.*

08036429323