

Odinakachi Nwadikeh

6148, Swan Lake Drive,
Romulus
Detroit, MI 48174

7343531611
onwadike@umich.edu

Education:

8/14 to present

The University of Michigan-Dearborn Dearborn, MI

Master of Science

Expected Graduation: May 2016

Major: Supply Chain Management, GPA: N/A

Related Course Work:

- Operations Management
- Computer Information Systems
- Applied Statistical Modeling
- Supply Chain Management
- Supply Chain Logistics Management
- Strategic Sourcing

8/01 to 8/05

Enugu State University of Science and Technology Enugu, Nigeria

Bachelor of Science

Banking and Finance, August 2005

GPA: 3.12

Academic Projects:

Enugu State University of Science and Technology

- Financial Management of Small and Medium Enterprises in Nigeria, Problems and Solutions

Experience:

5/08 to 8/14

Diamond Bank PLC Lagos, Nigeria

www.diamondbank.com

6/13 to 8/14

Centralized Customer Service Supervisor Lagos, Nigeria

- Update customer information and monitor usage on e-channel platforms.
 - Perform market research, focus group discussions on products and customer segments.
 - Lead Customer Complaints Resolution team and rendered weekly reports of complaints.
- Handled requested feedback

7/12 to 6/13

Expense Services Supervisor Lagos, Nigeria

- Handle bank wide expenses, prepaid expenses and amortization processing.
- Provided branch support to various branches and provided weekly reports for various departments/units.
- Initiated and reviewed application enhancements and conducted user acceptance tests for various enhancements.

7/10 to 7/12

Cash & Teller Services Supervisor Lagos, Nigeria

- Prepare timely reports for management (weekly and monthly) and handle referrals.
- Authorization of account opening, cash receipt and payment.
- Vault management, administration and equipment maintenance.

1/09 to 7/10

Funds Transfer Desk Lagos, Nigeria

- Ensured monthly proofing and reconciliation of various general ledger accounts.
- Handled issuance of manager checks, foreign currency transfers, fixed deposit booking, and clearing other bank checks.
- Maintenance & processing of standing instructions, commission on transfer, Western Union transfers, Marine Forms.
- Processed prepaid expenses and regular expense tickets.
- Handled Real Time Gross Settlement and National Electronic Fund Transfers.
- Processed monthly tax remittance to various tax authorities

5/08 to 1/09

Teller & Customer Service Representative Lagos, Nigeria

- Processed cash and check payments and deposits, cash transfer between accounts and Western Union transfers.
- Processed managers check liquidation and telegraphic transfer liquidation.
- Worked closely with customers and handled inquiries and complaints.
- Supervised account creations, documentation of customer statement and other information.
- Supervised check book and debit card issuance and maintenance.

Skills:

- Advanced numerical and analytical skills.
- Great listening and writing skills
- Proficient in Microsoft Excel, Access, Word, PowerPoint, and Outlook.
- Great team member

Certifications and Awards

- Student Member, Institute of Chartered Accountants in Nigeria (ICAN)
- Graduate Member, Institute of Credit and Risk Management (ICRM)