

Usman Alex Kadiri

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102-3445 Uplands Drive, Ottawa, Ontario, K1V 9N6

PROFESSIONAL SUMMARY

Experienced specialist with a strong background in government, finance, customer service, and data management. Demonstrated ability to excel in fast-paced environments, resolve complex issues, and deliver high-quality service. Skilled in business planning, analytics, Microsoft Office, and stakeholder communications. Holds a Government of Canada Reliability security clearance, a master's degree in finance, and a B.Sc. in economics.

WORK EXPERIENCE

Call Centre Agent – Debt Management Call Centre (DMCC)

Canada Revenue Agency, Ottawa

January 2023 – March 31, 2025

- Conducted telephone interviews with taxpayers to gather and verify personal and financial information in compliance with CRA policies.
- Negotiated payment arrangements and collected outstanding tax debts, providing legal warnings and ensuring adherence to federal guidelines.
- Responded to inquiries regarding system-generated letters, explaining collection processes and compliance requirements to taxpayers.
- Requested missing tax returns and followed up on overdue accounts, maintaining detailed records in CRA electronic systems.
- Gathered and updated taxpayer contact and recovery information, ensuring data integrity and confidentiality.
- Referred complex or unresolved cases to senior staff or specialized teams for further action.
- Consistently met performance targets in a high-volume, fast-paced environment while maintaining professionalism and empathy.

Corporate Travel Counselor

American Express Global Business Travel, Ottawa

September 2021 – November 2022

- Assisted customers with booking travel arrangements and resolving inquiries at the first point of contact.
- Utilized telephony systems and multiple booking platforms for accurate and efficient service delivery.

- Provided technical and navigational support, including troubleshooting and escalation handling.
- Managed flight exchanges, refunds, and schedule changes, ensuring compliance with loyalty program rules.

Data Entry & Verification Clerk (Casual)

City of Ottawa

March 2021 – February 2022

- Performed timely and accurate data entry of confidential health and statistical information.
- Verified and maintained data integrity in computerized databases and spreadsheets.

Call Centre Agent (TD Inbound English)

Millennium 1 Solutions, Ottawa

March 2021 – June 2021

- Handled inbound calls for TD Wealth, TD Direct Investing, and TD WebBroker clients.
- Authenticated and verified clients and employees, documented call details, and reported security incidents.

Quotations & Listing Specialist

The Nigerian Stock Exchange, Abuja

October 2016 – January 2021

- Developed and maintained relationships with listed and prospective companies.
- Conducted post-listing visits and generated analytical reports for head office.
- Represented the Exchange at statutory meetings.

Branch Manager

The Nigerian Stock Exchange, Kano

October 2010 – October 2016

- Supervised branch operations, ensuring compliance and effective record-keeping.
- Co-signatory to branch bank accounts and organizer of financial literacy programs.

Branch Administration Officer

The Nigerian Stock Exchange, Abuja

January 2008 – October 2010

- Provided technical and administrative support for trading floor operations.
- Maintained IT infrastructure and ensured regular asset maintenance.

EDUCATION

MSc Finance

Leeds Beckett University, Leeds, United Kingdom

September 2003 – July 2005

BSc Economics

University of Abuja, Abuja, Nigeria

January 1996 – September 2000

TECHNICAL SKILLS

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Data entry and management systems
- Telephony and CRM platforms
- Business planning and analytics

ADDITIONAL INFORMATION

- Government of Canada Reliability security clearance (current)
- Excellent communication, negotiation, and problem-solving skills
- Adaptable to diverse and multicultural environments

References available upon request.