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|  | Ujunwa |

**UJUNWA.355843@2freemail.com**

**PERSONAL PROFILE**

Date of Birth: 05/05/1987

Nationality: Nigeria

Sex: Female

**CAREER OBJECTIVE**

To consistently provide measurable value in an innovative, challenging and highly motivating environment, as well as contributing to the growth and attainment of organizational goals.

**EDUCATION**

2014 – Date INSTITUE OF CHARTERED ACCOUNTANTS OF NIGERIA

 **(Professional Level – in view)**

2005 – 2010 UNIVERSITY OF NIGERIA, NSUKKA, ENUGU STATE

 **B. Sc. Accounting (2nd Class Honors Upper Division)**

2007 AFRIHUB ICT SOLUTION UNIVERSAL MANDATORY ICT TRAINING (UMITT)

2004 FEDERAL GOVERNMENT GIRLS’ COLLEGE, LEJJA, NSUKKA

 (**SSCE O’ Level)**

**WORK EXPERIENCE**

Feb.2015- Nov.2016 **Head of Customer Service and ATM Custodian**

 Guaranty Trust Bank Plc, Aminu Kano Branch, Abuja

Jan. 2013-Jan. 2015 **Head of Customer Service**

 Guaranty Trust Bank Plc,

 National Assembly Branch, Abuja

Sept. 2012-Dec.2015 **Graduate Trainee**

Guaranty Trust Bank Plc, Ahmadu Bello Way, Area 11, Garki, Abuja

Nov. 2011-Aug.2012 **Sales Representative**

 Ivy Petals Nigerian Plc

 Lekki Phase 1 Branch, Lagos

Oct. 2010 – Oct. 2011 **Customer Service Assistant**

 Zenith Bank Plc,

 Mission Road Branch, Benin

**Responsibilities:** **Guaranty Trust Bank Plc**

* Acknowledge receipt of customer complaints and providing customers with a reference number and timeframe for resolution of their requests
* Attending to customers’ requests using the CRM Platform and ensuring that those requests meet the SLA of the Organization
* Investigate and resolve all minor, routine or complex customer complaints and occasionally handle and resolve complaints of the banks’ HNI customers
* Effectively communicate ideas, suggestions and answers regarding the bank’s products, decipher customer needs and offer the best solution based on the bank’s standards and policies
* Generate and spool customers’ statement requests and regular confirmation to Embassies of its genuineness
* Render reports on high risk customers such as PEPs and SCUML organizations to the Bank’s compliance unit for onward submission to the Central Bank of Nigeria and ensuring that the required approvals from the Executive Directors of the Bank and EFCC are obtained before starting a Banking relationship with such customers
* Issue reference letters, signature confirmation letters and letter of indebtedness or non-indebtedness to customers upon request
* Advice customers on fixed deposit rates upload their requests for approval as well as prepare a certificate for it
* Place customers references on the GT Bank reference portal and NIBSS

E-reference portal for confirmation by GT bank contact centre and other banks respectively

* Accounting opening, cheque book requisition, profiling and monitoring as well as creating customers on the internet banking platform
* Log customers dispense errors and card dispute complaints on proper channels for quick resolution by the respective banks and immediate follow up for delayed cases
* Constant and thorough ATM servicing and monitoring
* Reconciliation of on-load and re-load of cash loaded into the ATM
* Call-over of failed ATM transactions

**Responsibilities**: **Zenith Bank Plc**

* Front-line customer management and service delivery
* Resolution of customer complaints
* Filing of customers documents

**Responsibilities: Ivy Petals Nig. Plc**

* Supply of hospital consumables
* Marketing of the company’s products
* Ensuring that targets set by the company are met and surpassed

**Trainings attended**

* Conflict Resolution and dispute management
* Effective communication skills
* Stress management
* Dealing with difficult and sensitive customers
* Assertive behaviors
* Active listening skills
* Selling Skills
* Negotiation Skills

**Skills**

* Good working knowledge of Banking/Accounting Software such as Phoenix Mea and Basis.
* Proficient in the use of Microsoft Word, Excel and PowerPoint.