



Chinwe Maureen Nwubah

Professional Title

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Business Bay, Dubai, U.A.E 📍

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I'm a proactive problem-solver, results driven and customer oriented professional matched with 9 years work experience in delivering top level customer support standards to ensure 100% customer satisfaction while maintaining customer relationship. A proven track record in surpassing sales target, improving business processes, proficient in administration and change management with a comprehensive background in cash flow management, settlement and proffering action-oriented solutions.

SKILLS

Product & Service Expertise

Persuasive Communication

Market Research & Analysis

Networking & Leadership

Telephone Etiquette

Cold Calling

Lead Generation

Customer Relationship Management

Attention to Details

HRBP

C.R.M Software

Issues Resolution & Handling

Cash Flow Management & Analysis

Credit & Risk Management

WORK EXPERIENCE

Administrative Officer

Cobblestone Real Estate

11/2020 - 02/2021

Dubai, United Arab Emirates.

Achievements/Tasks

- Ensured all leads and enquires are attended to via phone, emails, social media etc and advised clients on market condition and competitive prices.
- Listed and advertised a minimum of 15 to 20 properties on Property finder, Bayut and Dubizzle and follow up with potential buyers on a regular basis.
- Market and promote off plan properties like Elie Saab by EMAAR, District 1 residence water front apartment at Mohammed Bin Rashid Al Maktoum City, etc.

Account Reconciliation & Settlement Officer

Credit Direct Limited

09/2018 - 09/2020

Lagos, Nigeria

<https://www.creditdirect.ng/>

Achievements/Tasks

- Reconciled daily account payable and receivable transactions on company's Bank accounts, POS, Cheque, EBills, update management of any exception or discrepancy and follow up to ensure they are resolved on time.
- Reviewed and verified daily settlement to ensure that all expected bank deposits or payments are correctly posted in the statements and any returned funds, unadvised credits and unauthorized debits are followed up immediately with the respective departments.
- Interfaced with auditors on all audit exercises, portraying good image of company's best practices.

Credit Underwriter

Credit Direct Limited

01/2016 - 09/2018

Lagos, Nigeria

Achievements/Tasks

- Reviewed over 80 loan applications and documentations per day, ensuring its authenticity according to organization's terms and conditions and maintained zero error rate on quarterly appraisal.
- Investigate the credit worthiness of personnel applying for loans, ensured proper verification is done before awarding loans and declined fraudulent loan applications, thereby providing immediate feedback to sales and/or Internal Control unit.
- Spearheaded "Empowering the Corps" product program; a program aimed at giving financial loans to corps members serving the nation which increased customer base by 5% within its first 6 months.

WORK EXPERIENCE

Customer Service Manager

Credit Direct Limited

12/2012 - 01/2016

Lagos, Nigeria

Achievements/Tasks

- Engineered the first customer service desk; contact centre, leading team of 6+ and training members quarterly using proven team bonding strategies. Developed and implemented the standard operating procedures for the unit.
- Covered 45 branches nationwide, responding to a minimum of 100 calls daily and 500 calls weekly. These includes Inbound, Outbound Calls and Telesales on product offering.
- Developed a customer referral program "CDL Bring & Win Promo" which boosted customer base by 5% and revenue by 3% within its first 3 months of launching.

Marketer/ Sales Relationship Manager

United Bank for Africa

11/2011 - 11/2012

Lagos, Nigeria

<https://www.ubagroup.com/>

Achievements/Tasks

- Conducted marketing campaigns for Mobile Money Product (U-MO) and enrolled existing and potential customers.
- Surpassed weekly target for consecutive times, *congratulated for amplifying number of weekly registered customers from 45 to 100.*
- Oriented customers on mobile application setup and activation. Proactively created a Frequently-Asked-Questions (FAQs) to anticipate customer's enquiries.

HONOR AWARDS

Best Dressed Female (12/2017 - 09/2020)

Credit Direct Limited

Best Team Player (01/2018 - 12/2018)

Manager, Transaction & Operations Unit. Credit Direct Limited

EDUCATION

Bachelors in English Linguistics

University of Nigeria Nsukka

11/2006 - 11/2010

Enugu, Nigeria

CERTIFICATES

Customer Relationship Management (12/2012)

Human Resource Business Professionals (03/2015)

Accounts for Non-Accountants (09/2018)

ICT Proficiency (MS Office Package Training - MS Word, Excel & Power Point) (01/2007 - 12/2016)

INTERESTS

Enthusiastic about learning, acquiring new skills, networking with positive like-minded professionals.

REFERENCES

Ugochukwu Okeke - Training Manager

"Pressure Pumping E.H.E.C Eastern Hemisphere, Baker Hughes U.A.E"

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Chukwuma Nwanze - Executive Director

"Finance & Strategy, Credit Direct Limited"

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