

ADAEZE A. NWACHUKWU

Life Camp, Abuja, FCT

Jessicaada64@gmail.com | 07062299111

PROFILE SUMMARY

Dynamic and results-oriented professional with strong expertise in customer relationship management, financial forecasting, project coordination, and administrative leadership. A proven performer in the microfinance sector, with a consistent record of promotions and commendations for excellence. Adept at solving complex problems, analyzing data, and leading teams toward achieving organizational goals.

SKILLS

- Problem Solving & Analytical Thinking
- Customer Relationship Management (CRM)
- Project Management & Risk Assessment
- Financial Modelling & Forecasting
- Communication & Leadership
- Data Analysis & Digital Literacy
- Microsoft Office Suite (Excel, PowerPoint)
- Administration & Reporting
- Active Listening
- Digital Marketing

AWARDS & RECOGNITION

- Commendation Letter – Citygate Global Inv Ltd
- Performance Recognition – February 2022
- Promotion to Relationship Manager – March 2022
- Best Relationship Manager, North Central – FY 2022
- Promotion to Branch Manager – June 2023
- Further Promotions – May 2024, October 2024

PROFESSIONAL QUALIFICATIONS

- LAPO Institute for Microfinance and Management Studies – March 2025
- Industrial Safety – Global Technology Development, Nov 2015
- Project Management Professional – Skills Edge Consulting Ltd, Jan 2017
- Health, Safety & Environment (HSE 1 & 2) – Skills Edge Consulting Ltd, Jan 2017

EDUCATION

- •MBA (In View) – London Heights University, London
- •MSc Engineering Management (Distinction) – Ahmadu Bello University, Zaria | Mar 2018 – Jul 2020
Relevant Modules: Financial Management & Budget Control, Quality Control, Project Management, Ergonomics, Advanced Management, Numerical Analysis
- •BSc Petroleum Engineering (2:1) – Madonna University, Enugu State | Sept 2010 – Aug 2015

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WORK EXPERIENCE

Citygate Global Investment Ltd, Abuja

- Branch Manager | June 2023 – Present
 - Lead, coach, and motivate branch personnel to meet business goals
 - Oversee credit operations, including real estate and consumer loans
 - Ensure compliance with AML, fraud, and security procedures
 - Develop business forecasts, objectives, and financial strategies
 - Represent the bank at community events and market bank services
 - Promote vision-aligned communication and staff engagement
- Relationship Manager | Jan 2021 – June 2023
 - Processed loan applications and assessed creditworthiness
 - Interviewed clients to evaluate financial eligibility
 - Managed debt repayment plans and loan recovery efforts
 - Conducted fixed deposits and ensured excellent customer service
 - Promoted high-quality sales and customer support initiatives

Denam Properties Ltd, Abuja

- HR Personnel / Administrative Officer | July 2017 – Jan 2020
 - Oversaw staff recruitment, training, and performance monitoring
 - Managed benefits administration and job advertisement approvals
 - Coordinated office operations and compliance procedures

- Supervised staff and delegated responsibilities
- Managed office supplies, lease tracking, and meeting logistics
- Prepared budgets and ensured the smooth running of the office

AMCO Travels and Tours Ltd, Abuja

- Travel Agent / Customer Service | Apr 2016 – Apr 2017
- Booked local/international flight tickets and hotel reservations
- Organized tour packages and conducted training on ticketing
- Provided visa consultation and protocol services

Nigerian National Petroleum Corporation (NNPC), Rivers State

- Physical Stock Taking / Oracle | Jan 2016 – Mar 2016
- Carried out warehouse inventory and system entries
- Prepared accurate reports and ensured data consistency
- Plant Internal Operator | Aug 2013 – Mar 2014
- Operated valves and performed flowline checks
- Conducted equipment maintenance and fluid analysis
- Performed lab tests on PMS for quality control

REFEREES

Available upon request.