

OHANUNA, DAVID ONYEDIKACHI

(B.Sc.) Banking and Finance

PROFESSIONAL SUMMARY

Highly accomplished and versatile professional with a solid background as both a customer service officer and debt recovery officer, adept at handling customer queries, complaints, and concerns in a timely and professional manner, while also applying strong negotiation and communication skills to recover outstanding debts. Proven ability to build rapport and maintain long-term relationships with customers through exceptional service delivery.

WORK EXPERIENCE

Moniepoint Inc Port Harcourt 2021-current

Position: Debt Recovery Manager

Task/Achievements:

- Maintain consistent high success rate of collection on overdue accounts.
- Negotiated payment plans with customers to prevent loans from entering bad debt.
- Contact customers to discuss past-due accounts and negotiate payment plans.
- Process debtor payments and update accounts to reflect new balance.
- Establish relationships with customers to encourage payment of delinquent loan.

Generation Capital Limited Port Harcourt 2020-2021

Position: Compliance/ Debt Recovery officer

Task/Achievements:

- Negotiations/ recovery of outstanding facilities with delinquent customers
- Review of daily disbursement schedules reports and reconciliation of loan officer's reports
- Evaluate client's portfolios to ascertain compliance with organizations standard
- Review operational procedures, controls and compliance levels
- Verify customers addresses
- Advice customers on repayment plan

Polyunwana Microfinance Bank Afikpo Ebonyi State Nov. 2019- May 2020

Position: Customer Care representative

Task/Achievements:

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Handled customer inquiries and suggestions courteously and professionally.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Processed customer service orders promptly to increase customer satisfaction.

Polyunwana Microfinance bank Afikpo Ebonyi State July – November 2019

Position : Credit Administrative assistance

Task/Achievement:

- Process new customers credit application
- Manage filling system, enter data and complete other clerical tasks
- Surpass team goals by partnering with colleagues to implement best practice and protocols
- Handle reporting, filling and collecting paperwork for credit team

EDUCATION

Bachelor of Science (BSc.) Banking and Finance

Rivers State University

2018

CONTACT

08134110131

08125506114

ADDRESS

Port Harcourt,
Rivers state.

EMAIL

Ohanunadavid@gmail.com

LANGUAGES:

- English
- Igbo
- Pidgin English

HOBBIES:

- Reading
- Sports
- Cooking

REFEREES

Available on
request

PROFESSIONAL CERTIFICATES

- Certificate in Auditing II: practice of Auditing
University of Illinois at Urbana-Champaign (Coursers) 2022
- Certificate in Auditing I: Conceptual Foundations of Auditing
University of Illinois at Urbana-Champaign (Coursera) 2021
- Certificate in Forensic Accounting and Fraud Examination
West Virginia University (Coursera) 2021
- Certificate in Customer Service and Relationship Management
Ace Coterie Consulting, Lagos 2020
- Student Member
Chartered Institute of Bankers Nigeria. 2018

SKILLS/COMPETENCIES

- Proficiency in Microsoft Office
- Proficiency in SAGE Accounting software
- Proficiency in Corel draw and graphics design
- Possess high level of integrity, determination, time management and personal commitment
- Excellent Communication and Interpersonal Skills
- Efficiency in service delivery