# EKEZIE EMMANUELLA NKECHINYERE

RIVERS STATE. 08106413795

ekeziee22@gmail.com

**Gender: Female**
**Nationality: Nigerian**

## PROFILE SUMMARY

Results-driven Banking, Client Management, and Administrative professional with years of experience in banking operations, customer service, client relationship management, branch administration. Skilled in managing client portfolios, resolving service issues, supporting customer retention, processing high-volume transactions, and maintaining compliance with internal controls. Experienced in coordinating branch operations, managing vendors and support teams. Strong in communication, problem-solving, relationship management, and operational coordination, with proven ability to perform effectively in fast-paced environments.

## CORE SKILLS AND COMPETENCE

- **Banking Operations & Branch Administration** – Supporting daily branch operations, administrative processes.
- **Client & Customer Relationship Management** – Managing client portfolios, addressing customer needs.
- **Customer Service & Complaint Resolution** – Handling enquiries, service escalations, complaints.
- **Cash Management & Financial Transactions** – Processing high-volume deposits, cash transactions, vault clearances.
- **KYC, Data Integrity & Compliance** – Maintaining accurate client information.

## WORK EXPERIENCE

### Client Management Officer

**Diadem Consult, Port Harcourt**
**2024 – 2026**

- Managed key client portfolios, addressing service needs, resolving complex issues, and maintaining a **90% customer satisfaction rate**.
- Served as a primary point of contact for client enquiries, service escalations, and relationship management activities.
- Resolved client concerns promptly and professionally while maintaining strong relationships and service standards.

### Branch Executive Officer (BEO) / Administrative Officer

**United Bank for Africa (UBA) Plc, Nigeria**
**2022 – 2024**

- Oversaw daily branch administrative operations, ensuring compliance with internal banking controls, procedures, and asset management policies.
- Supported frontline branch teams in resolving customer service bottlenecks and improving overall service delivery.
- Assisted with customer retention initiatives and identified opportunities to cross-sell electronic banking products and services.

## EXPERTISE

- Accuracy & Attention to Detail
- Data Integrity
- Complaint Resolution
- Professionalism
- Customer Service.
- Cash Management
- Decision Making
- Problem Solving

**Industrial Trainee / Teller / Bulk Teller**

**First City Monument Bank (FCMB) Limited, Nigeria**
**2016 – 2017**

- Processed high-volume financial transactions, including customer deposits, cash handling, and vault clearance, while maintaining accurate transaction records.
- Handled commercial bulk cash operations using precise cash-counting procedures and strict dual-control security measures.
- Conducted primary transaction screening to identify and escalate suspected counterfeit currency and irregular financial instruments.

**Assistant Supervisor / Storekeeper**

**Infinity Lounge**
**2019 – 2021**

- Assisted with daily operational supervision and coordinated routine activities to support smooth business operations.
- Balanced daily cash registers and reviewed transaction records to ensure accuracy.
- Maintained and reconciled stock records, monitoring inventory inflow and outflow.

**Cashier**

**D Best Buy Supermarket**
**2013 – 2014**

- Managed retail Point-of-Sale (POS) systems and processed customer transactions accurately.
- Handled cash and electronic payments while maintaining accurate transaction records.
- Assisted customers with purchases, enquiries, and payment-related requests.
- Maintained an organized checkout area and provided professional customer service.

## EDUCATION BACKGROUND

**Higher National Diploma |Mass Communication**
**Federal Polytechnic Nekede, Owerri, Imo State |2018 – 2019**

**National Diploma (OND)| Mass Communication**
**Federal Polytechnic Nekede, Owerri, Imo State |2015 – 2016**

## PROFESSIONAL QUALIFICATIONS

**Customer Service Excellence for Frontliners**
**Contacta Support Solutions Limited |2023**

## LANGUAGES

- English —Fluent
- Igbo— Fluent

## REFERENCE

Available on Request