

ESTHER FAVOUR LEERA

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PROFESSIONAL SUMMARY

A strategic, result-oriented, and innovative professional with a proven track record in operations management, supervisor roles, and sales. Adept at monitoring daily operations to maintain excellence in service delivery, driving team performance, and optimizing customer satisfaction. Demonstrates a strong background in business administration, hospitality, field sales, and AI-driven content marketing. Constantly seeking opportunities to leverage leadership and modern digital skillsets to foster growth for both myself and the organization.

AREAS OF EXPERTISE & CORE COMPETENCIES

- **Leadership & Supervision:** Team management, operational oversight, and performance tracking.
- **Sales & Business Development:** Field sales, customer relationship management, and retail operations.
- **AI-Driven Content & Marketing Strategy:** Leveraging generative AI tools for visual creation, strategic advertising, and persuasive digital storytelling.
- **Hospitality & Event Planning:** Catering, culinary arts, and event coordination.
- **Soft Skills:** Critical thinking, complex problem-solving, effective communication, and efficient time management.
- **Technical Aptitude:** Utilizing prompt engineering and information technology to support data-driven decision-making and brand messaging.

PROFESSIONAL EXPERIENCE

- Loan Officer / Credit & Compliance Officer** | *BluePrint Microfinance Bank*

March 2025 – April 2026

 - Evaluated creditworthiness, processed loan applications, and ensured full adherence to internal policies and regulatory compliance standards.
 - Managed client loan portfolios, monitored repayment schedules, and minimized risk exposure through thorough background checks and risk assessments.
- Supervisor** | *Jumpnpass*

May 2024 – Present

 - Coordinate day-to-day operations and supervise team members to ensure maximum productivity and service standards.
 - Resolve operational bottlenecks and streamline workflow processes to maximize performance.
- Field Sales Agent** | *Lafarge Holcim*

April 2021 – April 2024

 - Managed territory sales operations, built strong distributor relationships, and drove product volume growth.
 - Conducted market assessments and identified new business development opportunities.
- Sales Representative** | *MTN MoMo*

2020 – 2021

 - Acquired mobile money agents, educated customers on digital financial services, and expanded the brand's transactional footprint.
- Chef** | *Sweet Sensation, Lagos*

May 2020 – Dec 2020

 - Managed kitchen operations, ensured premium food preparation quality, and maintained rigorous safety and hygiene standards.

Supervisor <i>Twins-Faja Supermarket, Lagos</i>	2019 – 2020
• Oversaw inventory management, supervised floor staff, and maintained high levels of customer satisfaction and overall store organization.	
Head Teacher <i>One Master Schools, Lagos</i>	2016 – 2018
• Managed curriculum delivery, supervised teaching staff, and directed administrative operations to sustain an excellent learning environment.	

EDUCATION & CREDENTIALS

Catering and Event Planning Certificate Ample-Link Foundation	2020 – 2022
Higher National Diploma (HND) in Business Administration Ken Saro-Wiwa Polytechnic, Bori, Rivers State	2016 – 2018
Ordinary National Diploma (OND) in Business Administration Ken Saro-Wiwa Polytechnic, Bori, Rivers State	2012 – 2014
Senior Secondary School Certificate (SSCE) Ijeshatedo Grammar School, Okota, Lagos State	2001 – 2007

PERSONAL DATA

Date of Birth:	3rd August, 1996
Gender:	Female
Nationality:	Nigerian

REFEREES

Available on request