

# EL-MERCY EGBADON IGUADE

## LOAN RECOVERY | CREDIT OPERATIONS | CUSTOMER SUPPORT

Abuja, Nigeria | +234 706 126 3462 | iguadechristopher@gmail.com

---

### PROFESSIONAL SUMMARY

Loan Recovery and Customer Support Professional with experience in **loan repayment follow-up, customer engagement, account management and financial services operations**. Currently working with **Bfree**, engaging customers on outstanding loan obligations, following up on repayments and handling difficult conversations professionally. Experienced in maintaining accurate records, identifying payment issues, escalating challenging accounts and working toward recovery objectives. Also brings customer-service and KYC/AML documentation experience, with strong communication, attention to detail, accountability and willingness to learn.

### CORE SKILLS

Loan Recovery & Repayment Follow-up | Customer Account Management | Delinquency Follow-up | Repayment Negotiation | Customer Communication | Payment Issue Investigation | Account Documentation | Risk Identification & Escalation | KYC & AML Documentation | Confidential Information Handling | Reporting & Record Keeping | Problem Solving | Attention to Detail

### PROFESSIONAL EXPERIENCE

#### LOAN RECOVERY OFFICER

**Bfree | Present**

- Follow up with customers regarding outstanding loan obligations and repayment commitments.
- Engage customers through appropriate communication channels to encourage timely repayment.
- Discuss repayment situations with customers and work toward practical repayment commitments where applicable.
- Handle difficult and sometimes uncooperative customers professionally while maintaining a firm but respectful approach.
- Monitor assigned accounts and follow up consistently on outstanding obligations.
- Identify payment-related issues and escalate accounts requiring further attention.
- Maintain accurate records of customer interactions, repayment discussions and account updates.
- Protect customer information and follow established procedures when handling financial and personal information.
- Work with recovery objectives while maintaining professionalism and customer relationships.

#### CUSTOMER SUPPORT SPECIALIST

**Outsource Global Technologies Limited | December 2024 – Present**

- Handle customer enquiries and complaints through calls, email and live chat.
- Investigate customer issues, gather relevant information and provide appropriate resolutions or escalations.
- Maintain accurate customer records and documentation using CRM and workplace tools.
- Work with internal teams to resolve customer and operational issues.
- Handle a high volume of customer interactions while maintaining accuracy and professionalism.
- Identify recurring customer concerns and communicate relevant feedback to appropriate teams.

#### KYC & AML DOCUMENTATION

- Compiled, reviewed and organized customer documentation for KYC and regulatory requirements.
- Checked documentation for completeness and accuracy and handled sensitive customer information with care.

### EDUCATION

**B.Sc. Criminology and Security Studies** — University of Jos, Plateau State | 2022

**Diploma in Customer Service** — ALISON

### TECHNICAL SKILLS

Microsoft Office Suite | Excel | Google Sheets | Google Workspace | CRM Tools | Intercom | Avoxi | Slack | Zoom