

JONAH FAITH ENEMALI

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Professional Summary

Collections and Customer Support professional with experience in loan recovery, customer service, front desk operations and administrative support. Strong communication, negotiation and relationship management skills with a proven ability to meet targets and deliver excellent customer experiences.

Professional Experience

Collection Specialist

FairMoney Microfinance Bank, Abuja
January 2024 – 2026

- Managed high-volume loan portfolios and customer accounts.
- Negotiated repayment arrangements and followed up on delinquent accounts.
- Maintained accurate CRM records and escalated complex cases.
- Worked with cross-functional teams to improve recovery outcomes.
- Delivered professional, customer-focused communication.

Receptionist / Front Desk Officer

Iris Hotel, Maitama, Abuja
January 2022 – January 2024

- Managed front desk operations, reservations, and guest enquiries.
- Handled check-ins, check-outs and payment processing.
- Resolved guest concerns professionally.
- Coordinated with housekeeping and other departments.
- Prepared daily reports and maintained confidential records.

Education

B.Sc. Accounting
Prince Abubakar Audu University, Anyigba, Kogi State (2018–2022)

Core Skills

Loan Recovery • Debt Collection • Customer Service • CRM • Administrative Support • Front Desk Operations • Microsoft Excel • Microsoft Word • Communication • Negotiation • Problem Solving • Time Management