

# HANNATU DANLAMI

Barnawa Gidan Samaan, Kaduna State, Nigeria | 08126613986 | natashaann446@gmail.com

## CREDIT & LOAN RECOVERY OFFICER

Results-oriented credit and client-service professional with hands-on experience in credit operations, loan repayment follow-up, client relationship management, field visits, financial documentation and cash handling. Experienced in monitoring client accounts, following up on overdue repayments, communicating with challenging clients, maintaining accurate records and supporting responsible lending practices. Holds an HND in Health Information Management with strong attention to detail, confidentiality, accountability and problem-solving skills.

## CORE COMPETENCIES

- Credit & Loan Administration
- Client Relationship Management
- Account & Financial Record Keeping
- Portfolio Monitoring
- Data Entry & Microsoft Office
- Loan Repayment Monitoring
- Field Visits & Client Verification
- Cash Handling & Reconciliation
- Customer Service
- Problem Solving
- Loan Recovery & Follow-up
- Collections Communication
- Credit Documentation
- Report Preparation
- Confidentiality & Professional Ethics

## PROFESSIONAL EXPERIENCE

Credit Officer — Grooming People for Better Livelihood (GPBL), Sokoto State Branch | May 2024 – June 2025

- Managed client accounts and supported the end-to-end loan and repayment process in line with organizational procedures.
- Monitored assigned clients and followed up on scheduled repayments and outstanding balances.
- Conducted field visits to clients' shops and homes to follow up on repayments, understand challenges and encourage resolution.
- Communicated professionally with clients, including difficult or delayed payers, to encourage responsible repayment and savings.
- Supported clients in maintaining eligibility for future lending and helped some clients resume or complete repayment obligations.
- Maintained accurate client, account and financial records and prepared routine reports and documentation.
- Reviewed client documentation for completeness and accuracy while protecting confidential information.

Cashier — Wisdom Pharmacy, Usman Danfodiyo Hospital | July 2025 – January 2026

- Handled daily cash and customer transactions accurately and maintained transaction records and receipts.
- Maintained accountability for payments and supporting documentation in a busy service environment.
- Responded to customer enquiries professionally and resolved routine payment or service issues.
- Applied strong attention to detail, accuracy and confidentiality when handling financial and customer information.

Medical Records Officer / Casual Staff — General Amadi Rimi Specialist Hospital | July 2023 – April 2024

- Maintained accurate records and documentation while coordinating retrieval and tracking of information.
- Worked with staff and clients in a professional service environment and resolved routine operational issues.
- Handled confidential information responsibly and consistently followed established procedures.

Medical Records Officer / NYSC Corps Member — General Amadi Rimi Specialist Hospital | August 2022 – June 2023

- Supported administrative, documentation and data-entry activities in a busy hospital environment.
- Tracked records and maintained organized documentation with strong attention to accuracy.
- Identified weaknesses in paper-based record tracking and contributed to the introduction of tracer cards to improve accountability and workflow.

Customer Service / Personal Assistant — Chika Pharmacy | 2018

- Supported daily administrative activities, customer service, documentation and stock-related record keeping.
- Maintained organized records and assisted with routine operational checklists.

## EDUCATION & QUALIFICATIONS

- Higher National Diploma (HND), Health Information Management — Shehu Idris College of Health Science and Technology, Makarfi, Kaduna State | 2022 | CGPA 2.99
- National Diploma (ND), Health Information Management — Shehu Idris College of Health Science and Technology, Makarfi, Kaduna State | 2017
- NECO — Government Girls Secondary School, Barnawa, Kaduna State | 2008
- First School Leaving Certificate — LGEA Primary School, Kauru, Kaduna State | 2002
- Licensed Health Information Officer — Health Records Officers Registration Board of Nigeria

## **PROFESSIONAL STRENGTHS**

- Reliable, accountable and highly organized
- Strong communication and negotiation skills
- Confident working with clients and following up on commitments
- Strong attention to detail and financial documentation
- Able to work independently, meet targets and manage competing priorities
- Quick learner and adaptable to new systems and procedures

## **REFERENCES**

Available upon request.