

OJUKWU CHINAZA SANDRA

ADDRESS: 18 Tolab str, obana phase 1 Gwagwalada, Abj.
TEL: 08068441306
EMAIL: chinazasandra53@gmail.com

SUMMARY

A dedicated and results-driven professional with proven experience in customer service, sales, and loan management. Skilled in resolving customer issues, booking and processing loans, sourcing new clients, and conducting market research to identify growth opportunities. With strong expertise in merchandising and full product knowledge, consistently delivers tailored solutions that improve customer satisfaction and drive business growth. Known for professionalism, reliability, and commitment to excellence, bringing value to every team.

EDUCATIONAL QUALIFICATIONS

2014 Abia State University Uturu | BSC Biochemistry
2008 Umuolo High School Okigwe | **WAEC**

SPECIAL KNOWLEGDE AND SKILLS:

Management skills | Leadership skills | Managerial Skills
Computer Knowledge | Marketing Skills | Tech Skills
Microsoft Word and Microsoft Excel

EXPERIENCE	PRIMORDIAL INTEGRETED SOLUTION- PISOL
Jan 2026- Till Date	TeamLead-BM Key Responsibility Supervising team members; • Monitor daily activities and ensure tasks are completed properly. • Guide staff on work processes and expectations. • Track team performance and productivity. • Support underperforming staff with recovery or improvement plans. • Give regular feedback and coaching. • Handle complaints, conflicts, or operational issues within the team. • Escalate major issues when necessary. • Assist in onboarding and training new staff. • Help team members improve skills and knowledge. • Ensure staff follow company policies, procedures, and professional standards. • Maintain discipline and accountability. • Ensure the team works toward departmental or company targets. • Monitor progress and implement strategies to improve results. • Assign duties fairly based on staff strengths and workload.

	• Ensure deadlines are met	
Sept 2024-Dec 2024	FIT MICROFINANCE BANK marketing head/credit officer Key Responsibility • Strategic Planning aligned with the organization's goals. • Business development- Monitor competition and recommend strategies to stay ahead • Identify and expand into new markets or customer segments. • Work closely with the sales team to set targets and drive performance. • Provide training tools and marketing support to sales team. • Plan and allocate monthly and annual sales targets to field marketing team and branch officers • Regularly review performance • Ensure strong engagement with customers to build loyalty and relation. • Collect and analyze customer feed-back to improve services etc. • Receive loans and review loan applications from customers • Verify document from customer as income proof ie Bank statement, ID business Registrations, land titles etc. • Check borrowers repayment capacity • Recommend approval or rejection of loan application based on risk profile etc. • Loan processing and disbursement • Prepare credit and appraisal reports and submit for approval • Ensure proper documentation before disbursing to customer's account etc.	
Sept 2018– June 2024	CREDIT DIRECT LIMITED (FCMB BANK) Senior Sales Associate Key Responsibilities: • Providing excellent customer service by addressing inquiries, solving problems, and handling complaints in a timely and professional manner. • Booking new and existing loans, ensuring accuracy, compliance, and smooth processing. • Sourcing and onboarding new customers to expand the client base and strengthen business growth. • Conducting market research to identify opportunities, track competition, and align offerings with customer needs. • Executing merchandising strategies to improve product visibility and customer engagement. • Maintaining full product knowledge to effectively communicate features, benefits, and solutions tailored to customer requirements. • Building and maintaining strong customer relationships to promote loyalty and repeat business.	
Nov. 2016 – Nov 2017	OBALAONYE MIDDLE SCHOOL EDE(NYSC) Teaching Assistant Key Responsibilities: • Preparing lesson notes on Basic Science • Making and preparing of Reports cards • Impacted basic science with improved result about 80%	
Jun 2013 – Nov 2013	BAKAGINZO PHARMACEUTICAL COMPANY Marketing Assistance Key Responsibilities: • Sensitize Setting strategic and Tactics to promote products and services of different brands • Deals with day -to - day administration of marketing team, including clerical task and marketing activities • Distributing pharmaceutical products to hospitals and healthcare organizations/pharmacies	
REFEREE	Available on request	