CONTACT

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09038305219

Plot 90 Nepa Road, Kubwa

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SKILLS

- Financial Record Keeping
- Customer Service Relations
- Team Supervision & Coordination
- Communication & inter personal skills

LANGUAGES

- Yoruba
- English

ITUA JEREMIAH

BANKER

SUMMARY

Dedicated and results-driven Banking and Finance graduate with completed NYSC and a solid foundation in financial management, banking operations, customer relationship management, and financial analysis. Possesses strong analytical, communication, and organizational skills, with the ability to work effectively in fast-paced environments. Eager to leverage academic knowledge and practical experience to contribute to organizational success while building a rewarding career in the financial services industry.

EXPERIENCE

Committee on Finance — Mar 2024 - Jan 2025

National Assembly

i. Prepared and monitored budgets and financial plans.

ii. Maintained accurate financial records and documentation.

iii. Conducted periodic reviews of budgets to ensure cost control.

Loan Collection Officer — Feb 2025- Present

Mutual Trust Microfinance Bank

i. Managed recovery of overdue loan accounts through phone calls, emails, and field visits.

ii. Negotiated repayment plans with customers to achieve timely loan recovery.

iii. Maintained strong relationships with clients while ensuring high recovery performance.

iv. Monitored loan portfolios and followed up on delinquent accounts.

v. Conducted skip tracing to locate customers with outstanding loan obligations.

vi. Prepared daily, weekly, and monthly loan recovery reports.

vii. Updated customer repayment records and maintained accurate documentation.

viii. Ensured compliance with company policies and regulatory guidelines during debt recovery.

ix. Resolved customer complaints and payment-related disputes professionally.

x. Collaborated with the credit and operations teams to improve loan recovery strategies.

xi. Educated customers on repayment obligations and financial responsibility.

xii. Performed risk assessments on delinquent accounts and recommended appropriate recovery actions.

xiii. Maintained confidentiality of customer financial information.

xiv. Achieved collection targets while maintaining excellent customer service standards.

xv. Assisted in reducing the bank's non-performing loan (NPL) ratio through effective recovery efforts.

EDUCATION

Banking and finance — Apr 2019 - Oct 2023

University of Abuja