

UBONG ANIEFIOK EMMA

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PROFESSIONAL SUMMARY

Results-driven Sales, Business Development and Relationship Management professional with more than five years of experience across financial services, customer acquisition, credit administration, operations and client relationship management. Demonstrated ability to identify business opportunities, build lasting client relationships, support revenue growth and deliver excellent customer experiences. Adaptable, commercially aware and committed to achieving organizational goals in fast-paced environments.

CORE COMPETENCIES

Sales & Business Development | Relationship Management | Customer Acquisition | Lead Generation | Account Management | Operations Coordination | Negotiation | CRM | Microsoft Office | Report Writing | Communication | Problem Solving | Team Collaboration | Time Management

EDUCATION

B.Tech in Human Resources Management – CITEC
Higher Professional Diploma in Human Resources Management – CITEC
GCE Advanced Level
GCE Ordinary Level

PROFESSIONAL EXPERIENCE

Field Credit Officer | Moniepoint Microfinance Bank | 2024-2026

Drive customer acquisition by onboarding new business clients, promoting financial products and digital banking solutions, assessing loan applications, maintaining customer relationships, monitoring loan portfolios and supporting business growth through excellent service delivery.

Credit Officer | Grooming People for Better Livelihood Centre | 2023-2024

Managed loan portfolios, evaluated creditworthiness, advised clients on repayment options, maintained productive client relationships and prepared operational reports.

Administrative & Teaching Assistant | Fandesvic International School / Wisdom Gate International School | 2021-2022

Coordinated administrative operations, maintained records, prepared reports and

supported daily institutional activities with strong organizational and communication skills.

Loan Officer / Direct Sales Agent | Union Bank of Nigeria Plc | 2018–2020

Generated new business opportunities through field marketing, promoted banking products, managed customer accounts and contributed to branch sales objectives.

Human Resource Assistant | SAPIDACAM Ltd , Cameroon | 2015–2017

Maintained employee records and HR documentation.

Assisted with recruitment, interview scheduling, and onboarding.

Processed leave requests and attendance records.

Supported payroll preparation and HR administrative tasks.

Responded to employee inquiries and maintained confidentiality.

Ensured compliance with company policies and HR procedures.

Sales Executive – Clothify NG

Lagos, Nigeria March – Present

Generate leads and acquire new laundry/cleaning business partners.

Pitch Clothify's services and onboard merchants onto the platform.

Build and maintain strong client relationships.

Conduct field sales, follow-ups, and market outreach.

IT SKILLS

Microsoft Office Suite (Word, Excel, PowerPoint & Outlook)

Google Workspace

CRM Software

Social Media Management

Canva

Zoom, Microsoft Teams & Google Meet

Internet Research

Data Entry & Records Management

REFEREE

On request :