

SIMON AGADA

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PROFESSIONAL SUMMARY

Results-driven POS operations specialist with over 5 years of experience in POS operations, POS repairs, Loan recovery specialist, merchant relationship management, Merchant support, transaction monitoring, inventory management, and field banking operations. Proven ability to maintain strong customer relationships, resolve operational issues, monitor transaction activities, POS activity tracking and support business growth. Skilled in Microsoft Office Suite, data management, customer service, and banking operations. Seeking to leverage extensive operational and customer service experience.

CORE COMPETENCIES

- Merchant Relationship Management
- Merchant Support and Engagement
- Transaction Monitoring

Soft Skills

- Excellent Communication Skills
 - Customer Service Excellence
 - Problem Solving
 - Attention to Detail
 - Strong negotiation and personal skills
 - Time Management
 - Analytical Thinking
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PROFESSIONAL EXPERIENCE

Loan recovery specialist

opay Microfinance Bank.

2025 – TILL DATE

Key Responsibilities

- Specialized in recovery of overdue loans by physically visiting merchant location.
 - Follow up with delinquent borrowers through phone calls, text messages etc.
 - Negotiation of loan repayment plans with customers who are unable to paying full.
 - Investigation, tracing of customers location when they can not be reached via contact information on file.
 - Prepare operational reports and maintain accurate records.
 - Educate borrowers on their loan obligations and their consequences of continued default.
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FIELD LOAN RECOVERY OFFICER

Dotpay Microfinance Bank.

2024 – 2025

Key Achievements and Responsibilities

- Specialized in recovery of overdue loans by physically visiting merchant location.
 - Follow up with delinquent borrowers through phone calls, text messages etc.
 - Negotiation of loan repayment plans with customers who are unable to paying full.
 - Investigation, tracing of customers location when they can not be reached via contact information on file.
 - Prepare operational reports and maintain accurate records.
 - Educate borrowers on their loan obligations and their consequences of continued default.
 - Meet recovery targets by maximizing collections while maintaining positive customer relationships.
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POS Field Support Officer

ETOP Financial Technology.

2020 – 2023

Key Responsibilities

- Managed relationships with merchants and agents
- Conducted routine merchant visits and customer support activities.
- Resolved operational issues affecting merchant transactions.
- Assisted merchants with terminal usage and service optimization.
- Delivered operational equipment and support materials.
- Prepared reports on merchant activities and service performance.
- Contributed to increased transaction volume through proactive support.

Reactivated inactive terminals from the field.

Retrieved inactive terminals where necessary.

POS Field Support Officer

First City Monument Bank

2019 – 2020

Key Responsibilities

- Provided front-line support to merchants.
 - Responded promptly to service requests and operational issues.
 - Maintained positive customer relationships.
 - Assisted in monitoring terminal performance and transaction activities
 - Served as liaison between merchants, service providers, and the bank.
 - Supported business growth through quality customer service.
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National Youth Service Corps (NYSC)

Government Day Secondary School, Kanya Babba, Jigawa State

2018 – 2019

EDUCATION

Bachelor of Science Education (Biology)

Federal University of Agriculture, Makurdi, Benue State

Second Class Honors | 2016

Senior Secondary School Certificate Examination (SSCE)

Hope Comprehensive Secondary School, Kagini, Abuja
2011

First School Leaving Certificate (FSLC)

L.E.A Primary School, Ipole Ejaa, Itabono Owukpa
2004

KEY ACHIEVEMENTS

- Over five years of experience supporting banking and payment operations.
- Successfully managed merchant relationships across multiple Nigerian states.
- Increased merchant transaction activity through proactive support and engagement.
- Maintained accurate inventory and operational records.
- Carried out the repairs of average 20 terminals per day.

INTERESTS

- Reading
- Travelling
- Meeting People

REFEREES

Available upon request.