

Resume

Dynamic and results-oriented professional in remedial asset management.

Personal details

 EZE LOVETH NNAEMEKA

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23401 Lagos

 Female

 Nigerian

 [linkedin.com/mwlite/in/loveth-eze-848046169](https://www.linkedin.com/mwlite/in/loveth-eze-848046169)

Skills

Good Communication skills 

Microsoft Office 

Excellent Interpersonal skills 

Good research skills

Languages

English 

igbo 

Hobbies

Reading

Travelling

Making new connections

Education

B.sc Accounting

ENUGU STATE UNIVERSITY OF SCIENCE AND TECHNOLOGY

Employment

Present

Assistant Team Lead

Addoser Micro Finance, Lagos

- Ensure the consistent and systematic capturing/tracking of losses and near misses for each loss event type by liaising with the responsible officers.
 - Generate, analyze and circulate inactive accounts to collection teams for reason codes and resolution.
 - Loan settlement review / balance confirmation (for top-up, settlement for renewal and outright settlement).
 - Rendition of weekly/monthly collection reports to the management.
 - Portfolio reporting and monitoring.
 - Develop and update Loan Monitoring and Collections policy framework.
 - Coordinate remedial and debt restructuring for challenged loans
- Ensure seamless process workflow among team and plan manpower needs for department along with Human Resources/Admin on quarterly basis.

Sep 2019 - Aug 2021

Recovery Analyst

Renmoney Microfinance Bank, Lagos

Monitor slow moving accounts to identify delinquent debts and take necessary action to recover the debts.

Achieve monthly targets and Key Performance Indicators (KPI) for the company.

Assist the company to take legal action against debtors by providing necessary information. Maintain security and confidentiality of company and customer information.

Follow legal requirements during debt collections to avoid legal issues.

Contact debtors and implement repayment schedules and terms.

Jun 2017 - Aug 2019

Collections Officer

Zedvance Limited, Lagos

- Deal with customers diligently, courteously and professionally while collecting payments.
- Persuade customers diligently to pay past due amounts.
- Collaborate with accounts receivables staff regarding collection of payments.
- Advise customers on alternative payment plans.

- Create repayment schedules based on customers' financial situations.
- Retain customer loyalty while initiating processes for collection of payments.
- Maintain and update record of customers from whom collections are made.

Apr 2017 - Jun 2017

Call Center Agent(Gotv Multichoice Campaign)

Outcess Solutions Limited, Lagos

- Making outbound calls to the Gotv subscribers and building customer interest in the service and product offered by Gotv.
- Handling account inquiries, customer's complaints or support issues.
- Educating customers on new and existing products on Gotv network and giving a service reminder call of their due date.
- Evaluate the mindset of customers and processing customer's feedback.

Oct 2015 - Aug 2017

Call Center Agent

TECHMAHINDRA(AIRTEL NIGERIA), Lagos

- Handling of customer's request, inquiries and complaints.
- Communicating with customers and vendors to verify information.
- Building customers interest in the services and products offered by Airtel Nigeria.

Jun 2012 - Aug 2015

Marketer

Diamond Bank Plc, Lagos

- Promotion of Bank products and services.
- To increase the Bank's customers base and Deposit mobilization.
- Creation of risk assets.
- Execution of sales strategies and tactics.