

# MERCY UCHECHUKWU UFONDU

Address: Angwar dallatu area, Gusau · Tel: 08067330487, 07062533818

Email-[mercyuchechukwugreat@gmail.com](mailto:mercyuchechukwugreat@gmail.com).

LinkedIn profile-<https://www.linkedin.com/in/mercy-ufondu-615879216>

## CAREER OBJECTIVE

Highly motivated, goal oriented, confident and responsive individual seeking to build a career in banking, where I can contribute my strong customer service and cash handling skills and experience. I bring over 4 years of retail sales and customer relationship management experiences acquired through working for different firms at different sales and accounting capacity.

## EXPERIENCE

2020 - TILL DATE

### DIRECT SALES AGENT, FIDELITY BANK PLC.

- Sell the Banks Products proactively to new/prospective customers.
- Open and manage bank accounts for new and existing customers
- Ensure timely submission of daily sales activity reports to Direct Sales Supervisor.
- Reactivate dormant accounts and market risk assets to prospects.
- Ensure timely processing of all initiated Customer transactions, with specific emphasis on account opening.
- Ensure assigned sales target and budgets are met.
- Participate in tactical sales/marketing activities
- Nurture customer relationship management for new customers and foster existing relationship

2018-2019

### SALES REPRESENTATIVE, BLOSSOM CATERING SERVICES.

- Sell company's products proactively to new/prospective customers.
- Developing the system of operating the business and running its day to day activities
- Management of customers' database to enable constant patronage
- Oversee quality control and make sure all services are delivered.

2015-2018

### CASHIER/ACCOUNTANT, CHINWATAKWE STEEL FABRICATION COMPANY, NNEWI.

- Helped improve the levels of sales
- Proper cash handling
- Taking proper account records of all sales, purchases, inventories and

expenditures.

- Management of customers and sale channels

## EDUCATION

SEPTEMBER 2015

**NATIONAL DIPOLMA (ND), THE FEDERAL POLYTHECNIC BIDA, NIGER STATE.**

Agriculture and Bio-environment Engineering

Overall GPA/ grade-3.36 (Upper credit)

JUNE 2011

**SECONDARY SCHOOL CERTIFICATE EXAMS (SSCE), LOUSIANA DE-PRINCE HIGH SCHOOL, KADUNA**

JULY 2005

**FIRST SCHOOL LEAVING CERTIFICATE, ST. PHILIP'S MODEL SCHOOL, NNEWI.**

## SKILLS

- Customer service skills
- Customer relationship management skills
- Strategic Marketing skills
- Excellent in Microsoft office suit especially Excel
- Skilled at managing human resources
- Cash handling skills

## ACTIVITIES

### HOBBIES

Reading, Travelling, Crafting.

### Premier Referees

Mr. Daniel Agene

Transaction service Division Head

Fidelity bank plc, Gusau branch.

08033142450