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## Nwananochi Felix Chidi

### Personal Information

Marital Status: Married

Citizen: Italian

Nationality: Nigeria

### PERSONAL PROFILE

Una persona motivata, entusiasta e orientata agli obiettivi, con grande determinazione nel fornire risultati e un vero desiderio di superare le aspettative. Possiede il massimo grado di cortesia e ha la capacità di offrire soluzioni alternative ai clienti ove opportuno. Le eccellenti capacità di Posse di aumentare la massimizzazione del profitto migliorando l'efficienza operativa e di trovare una posizione stimolante per soddisfare le mie capacità, abilità ed esperienza educativa. Un buon giocatore di squadra oltre ad avere la capacità di lavorare di propria iniziativa e sotto pressione. Capacità di stabilire un rapporto immediato con i clienti. Utilizza eccellenti capacità di relazione interpersonale per comunicare in modo efficace attraverso diversi confini. Eccellenti capacità di gestione del tempo e di problem solving con la capacità di dare la priorità a richieste contrastanti sulla base dell'urgenza e dell'importanza. Soprattutto, avere la capacità di applicare le conoscenze accademiche, le abilità e l'esperienza lavorativa nella traduzione di idee imprenditoriali e obiettivi organizzativi in realtà pratiche. Molto fiducioso di cogliere le opportunità per apprendere e aggiungere ulteriore valore alla produttività e alla redditività dei datori di lavoro.

### EDUCATIONAL QUALIFICATION

**Masters. 2.1** (Economics Science and Banking) University of Siena, Italy 2000

**B.sc Accounting** (Institute of accounting, Foligno, Italy)1994

### TRAINING

**2003 Regione Toscana**  
**Corso finanza avanzato - "Financial markets and intermediaries"**

**2002 Università di Siena Siena**  
**Corso finanza avanzato - "Alerts and counterfeits"**



## **EMPLOYMENT HISTORY**

**Employer: BANCA CO-OPERATIVA D-CREDITO (VOLUNTEER) MONTERIGGIONE.**

**Date: October 2000 – September 2002**

**Job Title: Operations Support /Sales Manager**

- Provide Advised Mortgage Sales, acting as a key point of contact for this service within the Area / Region for referrals from colleagues.
- Ensure leads are referred back to colleagues to ensure ongoing customer contact is maintained for their future financial needs and priorities.
- Maintain competence in the role through continuing professional development to ensure excellent levels of product knowledge.
- Work with the Area / Regional team to ensure a targeted customer contact strategy is in place with a clear focus on retention and new business acquisition; specifically asking for referrals from existing satisfied customers.
- Work in partnership with the Area teams to identify local training needs and potential solutions; taking and participating in weekly huddles and team meetings.
- applications to ensure referrals from colleagues where the customer

**Employer ; UNICREDIT BANCA ,SIENA**

**Date: February 2003 – September 2003**

**Job Title: BANKING OPERATIONAL CHANGE CONSULTANT**

- Involved in designing and delivering operational transformation projects across the financial services.
- Given the current market environment, a large part of my work is based on reducing cost to sell and cost to serve for their clients
- Managing change from front to back office operational/ systems and pension derivatives.

**Employer ; UNICREDIT BANCA ,SIENA**

**Date: October 2003 – September 2004**

**Job Title: RISK ANALYST AND MONITORING MANAGER**



- Produce analysis to uncover new insights within the banking system- specifically with the aim of answering business questions to help shape strategy.
- Provided reports and analysis on a daily basis.
- Defining Management minimize risk
- Ensured that all identified risks are measured consistently and that appropriate risk measurement tools are available
- Engaged in developing a comprehensive set of written risk policies, taking into account relevant Group policies.
- Ensured that the analysis is carried out effectively and the monitoring is appropriate
- Reviewed and updated such .

**Employer:** Tra.Ce.Lit SPA

**Date:** November 2004 – December 2005

**Job Title:** **Sales Support Manager**

**Place of work:** Via Pietro Nenni, Badessa, Siena

**Duties:**

- Accountable for the delivery of a range of efficiency projects focusing on increasing productivity and reducing expenditure.
- Taking a lead role in the delivery of a challenging Cost Improvement Programme,
- Providing a link between Operations, Finance Department, to ensure that resource utilisation is maximised.

**Employer:** SALE & GIORGI

**Date:** January 2005 – Till Date

**Job Title:** **MARKETING/SALES CONSULTANT and CUSTOMERS SERVICE**

**Place of work :** Via Tosselli ,Siena

**Duties:**

- Supervise marketing process to ensure implementation of company standards.
- Provide customers with ideas / options / advice on our products and services that are directly relevant to their needs.
- Identify sales, cross-sales and referral opportunities.



- Deal with incoming customer queries on the telephone or in the branch.
- Manage own diary and monitor own sales performance - ensuring I maintain a full diary of appointments or contacts to make with customers
- Co-ordinates and monitor the international Department as regards standards and procedures.
- Monitors sales schedules accordingly and provides customers service in fast-paced.
- Participates in evaluating the market cost in order to determine acceptability based on purchase acceptance standard set by the company.
- Maintain and restock inventory.





**Language Proficiency:**

	<b>Speaking</b>	<b>Writing</b>	<b>Reading</b>
English:	Excellent	Excellent	Excellent
French:	Excellent	Fair	Excellent
Italian:	Excellent	Excellent	Excellent

**OTHER CAPABILITIES**

Good knowledge of Microsoft Word, Power-point, Office Excel as well as E-mail and Internet

