

Michael Ugbaja

London, GB

Phone: 07479670787 | Email: michael.ugbaja123476@outlook.com

Linkedin Url: www.linkedin.com/in/michael-ugbaja

Digital Profile Url: <https://cifa.ac/cifa-resume/a1d46c4f-2acb-4231-a3a8-6b9a50341908>

A driven and analytical graduate in BSc Financial Economics with a desire to build expertise in financial reporting. Experienced in banking, fund management, and sales marketing, as well as in recovery operations. Demonstrated skills in customer service, relationship building, problem-solving, conflict resolution, and financial management. Seeking opportunities in the financial industry to apply skills, learn, and contribute positively to a team.

EDUCATION

University of Essex -- BSc Financial Economics (10/13/2019 - 07/18/2023)

Achieved 2:1

Croydon College -- BTEC Level 3 National Extended Diploma in Business (09/03/2018 - 08/20/2020)

Grade: Distinction (Star), Distinction, Distinction (D*DD)

WORK EXPERIENCE

09/21/2019 - 10/03/2020

Recovery Co-Worker [Ikea]

At Ikea, I was responsible for making decisions based on the condition of products that were returned. I also repacked damaged goods and ensured they were ready to be put back in stock. In addition, I helped the returns department by picking items from the warehouse, and I priced goods for customers in the bargain corner. It was a challenging but rewarding job that helped me develop my decision-making skills and give attention to detail.

02/16/2020 - 02/21/2020

Work Experience [Investment 20/20]

I took part in Investment20/20 Work Experience Programme giving me the opportunity to work with five Investment Management companies for a week, where I received comprehensive masterclasses on various topics such as Ethical and Sustainable Governance, Asset Classes, and Professional Culture and Ethics. I spent the week at Jupiter Asset Management, shadowing the Sales and Digital Marketing teams, and attending a client conference call where I learned about investing and how to secure a comfortable return. Alongside these practical experiences, the programme also provided classes on Group Interview Techniques, One-to-One Interview Skills, and CV advice, which prepared me to apply for jobs with

04/01/2019 - 04/05/2019

Work Experience [Barclays]

At Barclays, I had the opportunity to handle large sums of money in the counting house. I also actively listened to customers' requests, confirming full understanding before addressing their concerns in the Banking Hall. I created and maintained strong customer relationships to drive product sales. Whenever problems arose, I quickly outlined

them and proactively found solutions to resolve them. I reduced conflict of divisive behaviours by reaching productive solutions, both with customers and colleagues.

15/05/2024 - 07/08/2024

Risk Advisory Analyst [Big 4 Consultancy Firm]

- Conducted public record and documentation searches to gather and enhance export controls classification information for several thousand items.
- Maintained exceptional attention to detail while interpreting data, contributing to compliance with export control regulations.
- Utilised advanced Excel and Google Sheets functions (e.g., VLOOKUP, IF statements) for data validation and comparison.
- Presented clear documentation of findings and conclusions to stakeholders, communicated complex information effectively.

03/06/2025

Ambulance Care Assistant [Hats Group]

- Assessed and coordinated patient transfers, demonstrating careful attention to detail necessary for accurate record-keeping.
- Communicated with healthcare professionals and patients, developing skills in clear and effective communication
- Adapted to varying situations, including managing unforeseen circumstances, reflecting problem-solving capabilities in fast-paced environments relevant to stakeholder engagement.
- Collaborated with team members and external agencies, fostering teamwork and coordination applicable to working across departments.

CERTIFICATES

17/10/2024

Introduction to Excel

21/10/2024

Data Preparation in Excel

SKILLS

Hard Skills: Excel,

Soft Skills: Problem Solving, Communication Skills, Teamwork, Analytical, Attention to Detail