

# Ezinne Igboekwe

Email: ezinneigboekwe@gmail.com | Address: London | Mobile: 07397395907

## Personal Summary

High Performing, strategic-thinking professional with experience in project management, stakeholder management, process improvement and auditing. Experienced in managing complex, multi-faceted projects, assessing needs and generating solutions. Proficient in Microsoft Office, Adobe, CRM, Workday, Nitro Pro, Alteryx and LexisNexis.

## Work Experience

### Close Brothers, Operations Administrator

Mar 2023 - Present

- Spearheading multiple projects, thus achieving an individual completion of 62% of 640 cases amongst a team of 5
- Completing weekly and monthly audits on client disbursements and insurers resulting in a total of over 351 checks completed
- Handling complaints and supporting the Governance team on DSARS and Quality Assurance to ensure efficient GDPR practices
- Advising clients and solicitors of their obligations to us in terms of credit agreement and global terms
- Solving complex cases, such as adverse costs, through investigating, due diligence and analysing legal or loan documents

### Smart Currency Exchange, Compliance Intern

Jan 2023 - Mar 2023

- Conducting sanction/PEP screening, investigating any matches and reporting any unusual behaviour to the MLRO
- Completed ad-hoc administrative tasks such as: profile updates, training new starters or complaints handling
- Executing 2FA calls and assisting clients with any queries regarding their payment transactions
- Analysing client data to determine a client risk profile under KYC, EDD and CDD procedures

### Lloyds Banking Group, Corporate Communications Intern

Aug 2022 - Oct 2022

- Accelerated group productivity by drafting press releases and briefings, while monitoring the news and media daily
- Assisted on the Platforms Project which involved accelerating the transition into an agile work environment
- Collaborated with internal and external stakeholders to expedite the Bank's goal of achieving its £3 billion strategy through conducting meetings and presentations
- Confidently analysed data and completed performance reports using Microsoft Excel to improve the analytical engagement of senior leaders

### Marks & Spencer, Sales Assistant

Jun 2021 - Oct 2021

- Used product knowledge, sales abilities, and customer relation skills to drive substantial sales increases in products
- Delivered high-quality customer service by communicating decisions professionally and empathetically, winning formal compliments from 12 customers

### Linklaters, Commercial Law Intern

Feb 2021

- Developed client pitching, worked on my internal firm communication, built my financial management and improved my commercial advice by working on 7 varied projects
- Leveraged artificial intelligence to help expedite legal advice, thus maintaining good documentation practices

## Education

### University of Essex, LLB Law and Criminology

- Obtained classification: 2:1
- Included in the Dean's List of Academic Excellence

## Projects

### Close Brothers, Gone Away Project

Jun 2023

- Implemented due diligence on 399 cases thorough planning, assessing documents and liaising with stakeholders
- Investigated 62% of cases and raised any discrepancies with senior colleagues to mitigate risk and maintain GDPR practices

### Close Brothers, Failed Claim Bundle Project

May 2023 - Present

- Formalised failed claim bundles for solicitors to maximise the potential recovery for the company during the ongoing litigation
- Managed project progress against agreed timelines and controlled activities to ensure project is delivered on time

### Lloyds Banking Group, Platform Project

Sep 2022 - Oct 2022

- Drafted and presented project plans, identified areas of improvement and suggested solutions to senior management
- Provided administrative and coordination support to the wider team during the lifecycle of the project

## Skills

- Commercial awareness (Quartz Daily Brief, The Financial Times, Investopedia, Watson's Daily Podcast)
- Microsoft Excel, Stakeholder Management, Data Analysis, Project Management, Due diligence, Risk Management

## Interests

- Volunteering
- Sports (Yoga and Jogging)
- Travelling

