

DIKE STANLEY CHIBUZOR
5, Olalekan Yusuf Street, Ebute, Ipakodo, Ikorodu, Lagos State
08149188556 | ✉ dikestanley28@gmail.com

Professional Summary

Results-driven operations and dispute resolution specialist with over 7 years of experience across banking, e-commerce, logistics, and manufacturing sectors. Proven expertise in chargeback management, fraud detection, reconciliation, and warehouse operations. Adept at using CRM and financial systems to streamline processes, resolve complex issues, and enhance customer satisfaction. Known for high attention to detail, confidentiality, and cross-functional collaboration.

Core Skills

- Dispute Resolution & Chargebacks
 - Fraud Detection & Prevention
 - Reconciliation & Settlement
 - Customer Service Excellence
 - Warehouse & Inventory Management
 - Data Analysis & Reporting
 - Team Supervision & Leadership
 - Process Optimization
-

Technical Proficiency

- CRM Systems | SQL | QuickBooks | Oracle Flexcube | Finacle
 - Microsoft Dynamics 365 | Power BI | Google Sheets & Forms
 - Internet Banking Platforms | Ezee Optimus | Outlook
-

Key Achievements

- Successfully resolved over 500+ chargeback cases with 98% accuracy, reducing financial exposure.
 - Collaborated with fraud and reconciliation teams to improve dispute resolution turnaround time by 30%.
 - Led warehouse audits that improved inventory accuracy by 25% at Hausstrom Nigeria LTD .
 - Streamlined packaging operations at Dangote, reducing downtime by 15%.
-

Professional Experience

Access Bank PLC – *Chargeback / Settlement and Reconciliation officer*

2023 –

Present

Manage daily settlement, reconciliation and transactions dispute, including chargeback

- Liaised with settlement banks, NIBSS, Interswitch, and other partners to resolve chargeback dispute
- Maintained updated settlement database and performed system reconciliations to ensure accuracy and efficiency in chargeback processing
- Investigated and resolving chargeback discrepancies in a timely manner, ensuring minimal losses
- Generated daily, weekly and monthly reconciliation and settlement reports to inform business decisions on chargeback trend and risk management
- Supported chargeback dispute resolutions and customer complaints providing excellent customer services and ensuring fair outcome

Hausstrom Nigeria LTD – Assistant Warehouse & Logistics Officer

2022 – 2023

- Verified warehouse operations and ensured inventory accuracy.
- Coordinated logistics and finance for inventory financing.
- Ensure proper storage and labeling of inventory items
- Generate inventory reports and analyze trends to improve stock efficiency
- Collaborate with other department to forecast inventory needs

Northern Rock Ltd – Supervisor

2021 – 2022

Supervised staff and scheduled tasks.

- Ensured quality control and compliance.
- Managed supplies and resolved operational issues.

NASME Officers Mess (NYSC) – Assistant Warehouse Officer

2019 – 2020

Conducted inventory inspections and audits.

- Ensured warehouse security and accuracy.

Dangote Group – Packaging Operator

2012 – 2018

- Operated packaging machinery and ensured product quality.
- Maintained a clean and safe work environment.

Education

- Higher National Diploma (HND) – Business Administration & Management
D.S. Adegbenro ICT Polytechnic, Ogun State / 2017 – 2019
- National Diploma (ND) – Business Administration & Management
D.S. Adegbenro ICT Polytechnic, Ogun State / 2014 – 2016
- National Youth Service Corps (NYSC)
2020 – 2021

Certifications

- Cisco Networking – Completed foundational training in networking principles.