GLORIA

BANKing and FRONT OFFICE customer service professional

PROFILE

INFO

**Name**

Gloria

**Nationality**

Ugandan

**E-mail**

Gloria.380866@2freemail.com

Adaptable customer facing personality with experience in the banking industry and a history of success in providing exceptional customer service. Solid experience in managing all facets of front office administration, experience gained during my customer service officer role at Standard Chartered Bank, including handling multi-line phone systems, managing schedules, and maintaining reception and waiting areas.

A creative problem solver with great attention to detail and strong organizational skills. Hands-on skills in using applications such as MS Office, banking software to facilitate daily branch operations.

WORK history



Standard Chartered Bank, January 2008 to April 2018

EDUCATION

**Branch Operations and Customer Service Executive, Standard Chartered Bank, November 2015 to April 2018**

Within this role, I was responsible for assisting the branch operations service manager with the day to day branch operations, and a high standard of operational control; this mainly included customer on- boarding processes as well as compliance to **Anti-Money Laundering** and **Counter Financing of Terrorism** (AML, CFT) internal rules, **execution of customer** **instructions** end to end through supervision of the teller team, and adhering to the dual control function in cash management. Thus avoiding financial loss.

Key achievements as a Branch Operations Officer:

* Received a recognition award as a top performer in 2015, for the merit achievement upon the Annual Country wide audit assessment report.
* I also participated in the banks’ cost cutting drive, which consequently increased the annual revenue to 15% from 9%.
* Further, I assisted in achieving production goal targets by providing client referrals to other business lines.
* Also, I supported the sales head in updating staff with regulatory procedures and program guidelines.
* Provided functional support, in handling tasks for successful country audits and risk management as an acting operations champion for the branch.
* I provided support in the training of bank staff across various branches, to comply with regulatory authorities detailed in the Anti-Money Laundering Act.

**BSc. Business Computing (2:1)**

Makerere University Business School 2003 – 2006

SKILLS

Effective communication skills

Interpersonal customer service

Multitasking

Prioritizing

Organization

Technical

Dependability

Problem solving

**Teller Service Manager, Standard Chartered Bank , May 2013 – November 2015**

My tenure in this role equipped me with leadership excellence as well as people management. This was achieved in my day to day interaction with my colleagues, and this was supplemented with the extensive leadership workshops and trainings. This provided the platform for me to be, nominated by a team of 11, and eventually rewarded for outstanding manager in 2014. I also attained a track record of NIL in the teller cash differences team book in 2015.

This was groomed through trainings on how to handle cash transactions. Also, I excelled at training my team members in effective cross selling of bank products and services. Increased the branch clientele by over 200 during my tenure. Contributed to the branch’s audit score in cash handling which was exhibited an exemplary performance.

WORK history / CONTINUED

**Bank Teller**, **Standard Chartered Bank , January 2008 – April 2013**

This role entailed efficacy in extending a superior customer experience to the bank’s clients while executing their day to day transactions. Turnaround time while serving was a key KPI (Key Performance Indicators) while ensuring accuracy. My achievements included;

* Meeting all the reconciliation deadlines between 2008 and 2013 and exceeded annual targets by aggressively cross selling the banks products to clients over the counter.
* I successfully resolved a **customer query** that had been pending for 6 months and in appreciation, I was rewarded by the Managing Director’s office.
* Brought on board 3 large Small Medium Enterprise (SME) clients which increased the branch’s revenue at large by 45%.
* Trained over 50 tellers in batches of 5 as part of their training and induction and was chosen out of 100 tellers country to perform advanced transactions and foreign exchange
* Reconciled a hard cash report which had been ineffectively prepared by 5 other tellers.
* Implemented a series of procedures by introducing dual control functions, which were deemed 100 percent

effective in unearthing bank fraud.

**Various acting roles, Standard Chartered Bank**

**Acting Personal Banker**-Managing customer relationships

**Customer Experience Officer**-In charge of solving client complaints

References available on request

**Office Administrator, National Social Security Fund, January 2007-January 2008 **

The National Social Security Fund (NSSF) is a quasi-government agency responsible for the collection, safekeeping, responsible investment, and distribution of retirement funds from employees of the private sector in [Uganda](https://en.wikipedia.org/wiki/Uganda) who are not covered by the Government Retirement Scheme.

This role entailed coordinating of office activities and operations to secure efficiency and compliance to company policies. Supervising administrative staff and dividing responsibilities to ensure performance .Keep stock of office supplies and place orders when necessary.

**REFERENCES ARE AVAILABLE ON REQUEST**