Ayebare

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PERSONAL DETAILS

Nationality:  **Ugandan**

Visa Status: **Visit**

***Personal Values:*** *Respect, Integrity, Service, Excellence*

**Personal statement**

I currently work as a supervisor at a bank but am looking to further develop my skills in customer care, banking, sales, accounting, communication, controls, management, and reconciliation that I have acquired within a period of 8+ years.

I ably work with people, and under minimal supervision.

I am Customer centered, flexible and provide excellent service on and off the sales floor.

**Carrier Objective**

* I aim at creating a big positive impact on anything I lay my hands to do.

**WORK HISTORY:**

**Utilities Supervisor/Reconciler**- Barclays Bank of Uganda (**January 2012 to Present)**

My role involves leading a team of six people in a section that deals with reconciliation of utility collections, plus extra bank products like fixed deposit processing, standing order processing, mobile money payments, online banking support services, and general bank services support.

**Strengths and achievements:**

* Ensuring end of day reporting is done properly and timely to track and prevent any errors.
* Supervision and review of End of day account reconciliation reports prepared by team members to ensure authenticity in their preparations.
* Training and overseeing staff under my jurisdiction plus work being processed.
* Endeavoring fast and clear handling of customer queries and complaints.
* I led my team to win the half year performance accolade 2014
* I won the Service Star of the Year (Operations Department) award 2012

**Skills attained**: Good customer service skills, selling skills, good communication skills, teamwork skills, working under minimal supervision, control skills, managerial skills, reconciliation skills, and working with different categories of people.

Customer service oriented, flexible and provide excellent service on and off the sales floor

**Operations Assistant**- Barclays Bank of Uganda (**June 2010 to December 2011)**

I was responsible for the processing of Real Time Gross Settlement (RTGS) instructions, fixed deposits, standing orders, manager’s cheques/drafts, direct debits.

**Strengths and achievements:**

* I possess a strong and good attitude towards work; this earned me a promotion to a supervisory role.
* I won the Colleague of the Month award; December 2011 and Information Champion (RTGS Section) 2011

**Skills attained**: Good communication skills, good customer care, teamwork skills, and Control skills, Reconciliation skills, working under minimal supervision and working with different categories of people.

Understanding banking policies plus good leadership skills through acting as a team leader.

**CALL OVER SUPERVISOR**- Barclays Bank of Uganda (**Sept. 2007 to June 2010)**

Under the role, my responsibilities involved auditing (Call over) of the transactions processed daily at all Barclays bank branches plus those in the selected departments.

This was intended t counter any errors that could arise while processing customer instructions.

**Strengths and achievements:**

* I have great love towards achieving company alongside personal goals.

**DATA ENTRY CLERK**- Nile Bank Limited **(July 2007 to Sept. 2007)**

I was concerned with retrieving account files, entering account information in soft copy form and screening them to determine whether they meet required standards.

Handling and resolving queries from customers within the shortest time possible.

**Skills**: Working under minimal supervision, team work skills, and good communication and computer skills.

**TRAINING-** JJM & B Auditors and Accountants **(Feb. 2007 to June 2007)**

**Duties:** Assisting in entering both audited and non audited information into the computer and sending the work to the concerned for auditing. Sometimes I could do some audit work by reviewing the clients’ reports to confirm whether they are up to standards set.

**Skills:** I attained audit skills, communication skills, computer skills, and team work skills.

**ADVERTISING OFFICER**- Pepper Publications Ltd **(July 2006 to Feb. 2007)**

**Duties**: Promoting and selling company’s products by enabling different businesses to advertise their products.

**Skills**: Good communication and listening skills.

**Extra training: January 2009**

Certificate in Customer Care facilitated by Ugahost, affiliated with Afrihost an international customer training agency.

**Education:**

2009-2011 **Kyambogo University**, P.O Box 1 Kyambogo

Bachelors Degree in Management Science

* 1. **Kyambogo University**, P.O Box 1 Kyambogo

Diploma in Business Administration

* 1. **Equatorial College School**, P O Box 53 Ibanda,

Uganda Advanced Certificate of Education.

1998-2001 **Kitagwenda Sec. School**, P.O Box 277, Ibanda

Uganda Certificate of Education