**Carol**

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**Career Objective:**

To work for an organization that provides an opportunity to apply creative managerial skills, challenging work assignments and opportunities to training and career development. I am working, for in mind. I want to give my all for the organization and thrive in the present environment for the betterment of the organization and most importantly look for results and not to settle for anything less.

**Functional Expertise:**

Result-oriented experienced professional accountant with proven record and spanning over four years.

|  |  |
| --- | --- |
| * Cash handling | * Remittance’s (commercial, home) |
| * Customer service | * Cross selling |
| * Team management | * AML Counterfeiting |
| * Business development | * Foreign currency exchange |
| * KYC Profiling | * Cash management |

**Professional Experience:**

**ESKAY FASHIONS L.L.C**

**MAY 2017 TO DATE**

**PROFILE: CASHIER CUM SALES ASSOCIATE**

**Responsibilities:**

* Greet customers as they arrive in the store and provide them with information regarding products and services
* Respond to customers’ complaints and take necessary action to resolve their issues
* Take payment in exchange of items or merchandise sold
* Safely bag, box and wrap purchased items
* Identify prices of goods through tags or scanner
* Enter transactions in the cash register and provide customers with the total bill
* Sort and count currency and coins
* Issue receipts and change to customers
* Count and reconcile cash at the beginning and ending of each shift
* Process exchanges and refunds
* Process credit/debit card and check payments

# AFRICAN BANKING CORPORATION

**APRIL 2014 TO AUGUST 2016**

**PROFILE: TELLER /CUSTOMER SERVICE REPRESENTATIVE**

**Responsibilities:**

|  |
| --- |
| * Following the banks policies and operations procedures |
| * Ensure that there is sufficient cash balance in the till to serve customers |
| * Processing of Receipts and payments of notes and coins for all accounts |
| * Receiving of Bankers Cheque Instructions |
| * Ensure that all instruments received are stamped with appropriate date stamps |
| * Ensure that all lodged items are verified by the Cash officer |
| * Ensure that all debit vouchers used to debit customer accounts are signed according to mandate |
| * Track customer complaints and follow up with CSO to ensure their resolution within agreed time frames |
| * Ensure that any withdrawals into accounts without sufficient balances are approved by the relevant authorities before posting of the same |
| * Ensure that all cash receipts are printed |
| * Ensure that cash is balanced within acceptable period and thereafter locked in safe |
| * Report any cash shortages or excesses to the Cash officer immediately it is discovered |
| * Ensure that cash in till, date stamps and all security documents are locked in the strong room at the end of each day |
| * Submit day’s vouchers and detailed listing to the Cash officer at the end of each day and ensure the same are stitched daily |
| * Maintain the security and confidentiality of the bank and customer information |
| * Ensure high standards of customer service by achieving the set service standards |
| * Maintains assigned cash holding limit and tie the money in appropriate bundles and have the same sealed and signed. |
| * Maintains current knowledge of Retail Banking products, including benefits and features, in order to recognize customers’ needs and refer to the appropriate Bank personnel |
| * Cross sell banks products and achieve the bank’s Sales Targets * To provide currency exchange & remittance delivery information. * To give information to customer about different modes of transaction and their rates.   **AFRICAN BANKING CORPORATION**  **JULY 2013 – MARCH 2014**  **PROFILE: BRANCH ADMINISTRATOR**  **Responsibilities:**   * Handling and monitoring customer inquiries and complaints effectively to facilitate customer satisfaction. * Facilitating customers in account application procedures. * Supporting the dissemination of information to and from staff and clients. * Maintaining branch files and records and continuously updating and maintaining an index of documents and files. * Coordination of all branch meetings and events. * Monitoring the branch’s leave plan in order to provide up-to-date record in line with the year plan. * Reconciling miscellaneous accounts and giving feedback on irreconcilable items and to respond to customer and branch queries regarding invoices and payments. * Banking hall management. |

**OWINO AND ASSOCIATES**

**JANUARY 2013 – JUNE 2013**

**PROFILE: JUNIOR ACCOUNTANT**

**Responsibilities:**

* + Perform accounting and clerical functions to support supervisors.
  + Research, track, and resolve accounting problems.
  + Issue checks for accounts payable.
  + Record business transactions and key daily worksheets to the general ledger system.
  + Record charges and refunds.
  + Match invoices to work orders.
  + Process bills for payment.
  + Utilize computer system to pay bills and order supplies.
  + Auditing books of accounts and financial statements
  + Preparation of reconciliation statements

|  |  |  |
| --- | --- | --- |
|  | **Education** |  |
| |  |  | | --- | --- | | **Bachelors in Commerce**    **Certified Public Accountant (CPA)** | **Egerton University (Kenya)**  **Achievers School of Professionals** | |  |
| **Research Projects** | |  |
| * **County council of Nakuru - Kenya** * **Development of Business Plan** * **SMS Marketing** | |  |
| **Skills** | |  |

**IT’S Skills:**

I am proficient in Microsoft Packages (**Word, Excel, PowerPoint**), MS Windows operating systems (**98, 2000, XP, 7**and **Vista**), Finacle, Xeno ERP, POS (Point of Sale) system and Veracious system.

**People and Project Management:**

Along my own postgraduate studies, I have lead and managed my final year Project, both in the day-to-day running of the project and its overall planning, which helped us to complete our project within a tight deadline.

**Problem Solving:**

My ability to analyse a problem, develop suitable strategies and display independent thought has allowed me to successfully complete my final year research project and my Job responsibilities.

**Interpersonal & Team Work**

Possess high standard of image & can get on with most people. I can work well in a team & can also perform effectively on my own. I also enjoy working with a wide range of people. I am self-motivated & I am looking for a challenging position where I can demonstrate my desire to succeed.

**Personal Qualities**

Friendly and welcoming nature, highly motivated and having a thorough professional attitude, Ability to undertake responsibilities, Work under pressure with minimal supervision and give a productive output.

**Personal Data**

**Age:** **26 years**

**Gender:** **Female**

**Hobbies: Travelling**

**Languages: English** ,**Swahili**