



### — PROFILE SUMMARY —

**Sex:** Female

**Nationality:** Ugandan

**Address:** UAE, Abudhabi

**Visa Status:** Employment

**Contact No:** 0547421886

**Email:**

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### — CAREER OBJECTIVE —

Pursuing a career in a professionally challenging environment, with an opportunity for learning and professional advancement to work for the entity to my full potential for its growth, development and profitability with a drive for work ethics and integrity.

### — PERSONAL SKILLS —

Innovative, Customer centric mind set, business focused with passion for work.

Attention to details, accuracy and aptitude for numbers with record keeping skills.

Excellent organisation, administrative skills and ability to perform filing.

Good interpersonal and multitasking skills in multicultural setting with teamwork.

## IMMACULATE KATUSIIME

### PROFESSIONAL EXPERIENCE

#### CUSTOMER SERVICES OFFICER AND CASHIER/ EMIRATES INDIA INTERNATIONAL EXCHANGE, 11 October 2021 until now

- Greet customers with a warm and friendly demeanor
- Ensuring they feel welcome and attended, Assist customers with their inquiries
- Providing accurate information about our products and services. Process customer transactions efficiently and accurately, including cash handling, credit card payments, and currency exchange.
- Maintain a clean and organized work area, ensuring that all equipment is functioning properly.
- Handle customer complaints or issues promptly and professionally, striving to achieve positive resolutions.
- Promote company products and services to customers, offering relevant information to enhance their experience.
- Collaborate with team members to achieve daily sales targets while maintaining high standards of customer service.
- Stay up-to-date with industry trends, market changes, and company policies to provide accurate information to customers
- Excellent communication skills with the ability to interact effectively with diverse individuals.
- Positive attitude with the willingness to go above and beyond for customer satisfaction.
- Ability to work flexible hours including weekends or public holidays if required.
- strong numerical attitude handling cash transactions accurately

#### CUSTOMER SERVICES OFFICER AND CASHIER/ KCB BANK, SEPTEMBER 2019 TO MARCH 2021 BANK TELLER

##### Responsibilities:

- Handling the preparation of financial statements (P&L, Balance sheet).
- Receiving cash and cheques as well as issuing receipts; making cash reconciliations with till and cash received on daily basis prior to Banking or depository into reserve.

### —ACHIEVEMENTS—

Have grown remittances and transactions from 485 to 1,400 as in 12 months span at Emirates International Exchange.

Process averagely 20+ transactions per hour with extreme attention to detail.

Managed the cooperative membership growth from 393 to 1,010 members with savings portfolio from \$136,239 to \$790,190 and loan disbursements amounting to \$735,694 in approximately 2 years among others in Uganda.

### —TECHNICAL SKILLS

Cash management, Retail Banking, sales/Customer Services and Teller, business standard operating procedures, loan processing and loan portfolio management, savings portfolio management, Accounts receivables and Payables management, bidding documentation profiling.

Microsoft Office programs, data Processing and Information Systems, PayNet currency remittance and processing system, and savings plus Accounting software.

Presentation, communication and analytical thinking skills gained through employment and academia.

- Recording and Registering daily transactions in the analysis book for proof of double entry as well as managing tax computations and filing.
- Managing the growth of membership, share capital, savings and loan portfolio.
- Conducting audit trails where mismatches are identified.
- Organizing departmental meetings, taking minutes and distribution of the minute's resolutions for implementation.

### CUSTOMER SERVICES OFFICER AND CASHIER

#### TELLER Pride Microfinance Uganda

2015 to 2018

##### Responsibilities:

- Deliver timely, friendly and error free services to customers, ensuring the fulfillment of customer requirements and satisfaction by providing accurate financial transaction services (Cash management and cheques among others) sales and services standards within the established time frame as per the Business policies and procedures.
- Timely and effective response to customer queries/concerns over the phone/ counter with effective resolutions, documentation and follow-up of complaints.
- Ensure cash handling is done as per company policy, and cash is tallied accurately and appropriately handled.
- Handle counter customers remittances.
- Execute the forex transactions including the buying and selling of
- Managing and facilitating new customer acquisitions and new account openings.
- Complies with the Business operations and security by participating in all dual-control functions and procedures.

### FINANCIAL AND ADMINISTRATIVE SERVICES OFFICER

#### Worked with Movit Uganda Limited

2013 - To 2015

##### Responsibilities:

- Assisting in preparation of financial statements and conducting performance analysis, Account payables: Vendor Management by maintaining payment schedule, vendor aging list and ensure prompt payments.
- Performing administrative tasks involving preparation and presentation reports using Microsoft Office; organize and maintain electronic and hard copy files with periodical reporting to the headquarters. Assisted clients with various questions and concerns related to their accounts and bank products.
- Preparation of bidding documents for contracts acquisition.
- Regional office management and maintenance with attention to guests' safety, well equipped and fully furnished with standardized civil works and basic building systems. Processed daily client transactions, including deposits, withdrawals and money transfer as well as accurately maintained records of each transaction and ensured all documentation and paperwork was in place and within compliance.

## **LANGUAGES**

English, Fluent

## **PERSONAL INTERESTS**

I enjoy meeting and associating with people, learning new ideas, travelling and touring.

## **SIGNATURE AND CERTIFICATION:**

I certify to the best of my knowledge and belief, that all the information on this curriculum vitae is true, correct, complete, and made in good faith.

## **Skills and additional knowledge**

- Cash drawer balancing
- Customer confidentiality
- Record keeping and documentation
- Accounting, accounts payable and accounts receivable
- Deposits, loan, transfers, money orders and withdrawals

## **EDUCATION AND TRAINING**

- Diploma in business administration and management persisting in accounting.
- Certificate in business administration and management
- Certificate in life skill training
- Certificate of education

## **Referees**

**Available on request**