

## Curriculum Vitae



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**Nationality:** Kenyan

**Passport:** Kenyan

**Visa status:** Employment visa

### **CAREER OBJECTIVE**

To be part of an organization that enables me to use my full potential, experience, and knowledge in foreign exchange business.

### **EDUCATION**

Qualification	College/Schools	Dates
Diploma in Business Management and Entrepreneurship	Alison	2022-2023
Certificate in Microsoft Office packages	Onyx Computer Limited	2006
Kenya Certificate of Secondary Education	Ndiru Secondary School	1999 - 2002
Kenya Certificate of Primary Education	Ridore Primary School	1991 - 1998

### **WORK HISTORY**

<b>Wallstreet Exchange Center, Dubai</b> Branch Manager	2020 – Current
<b>Wallstreet Exchange Center, Dubai</b> Assistant Branch Manager	2017 – 2019
<b>Wallstreet Exchange Center, Dubai</b> Cashier	2007 – 2016
<b>Panema Traders, Kenya</b> Sales Representative	2006

### **ROLES AND RESPONSIBILITIES**

- Worked as a team leader and guided the staff on how to process mobile money and bank transfer to African countries especially Kenya, Uganda, Tanzania, Ghana and Nigeria.
- Conducted monthly branch team meeting to update the team members on latest requirements including policy changes.
- Verified and sent telegraphic transfer to telegraphic transfer department and followed up all pending issues to resolve problems.
- Handled daily branch operations and branch accounts.
- Reconciliated accounts with Head Office.

- Reconciliated daily cash and foreign currencies.
- Dealt with foreign currency rate quotation to customers.
- Handled customer complaints and ensured quality customer services at the branch.
- Supervised different processes and operations of the branch and ensured compliance with regulatory guidelines.
- Ensured profitability of the branch and achieved or exceeded target.
- Promoted a corporate culture of protecting the best interests of customers first.
- Confirmed the exchange rates from the area manager before submitting to the customers.
- Accepted Western Union, Instant cash, and drafted transaction.
- Processed vouchers and forwarded to area manager for approval.
- Worked on the cash balancing at the end of the day and compared with the opening stock.
- Worked as a Western Union operator sending and receiving money.
- Assisted the costumers on how to fill the Western Union application forms.
- Trained the newly join staffs on our services and how to bring good customer relation in the organization.
- Took the daily transaction reports and submitted to area manager for approval.
- Foreign currency dealing.
- Assisted operation department for day today activities.
- Daily cash verification.
- Marketing activities to increase the business.
- Participated in stock taking activities within the branch.

#### **KEY SKILLS**

- Excellent communication and active listening skills.
- Excellent customer service.
- Knowledge of AS400 software.
- Product knowledge and awareness of company's policies.
- Attention to detail and accuracy.
- Creative, innovative, and problem-solving skills.
- Flexible and adaptable.
- Excellent organisation skills.
- Leadership skills.
- Team player.
- Fluent English and Swahili.
- Basic Urdu and Hindi language.

#### **REFERENCES**

Available upon request.