

# SAMUEL OLANGA

## Teller

✉ samuelolanga@gmail.com ☎ 0527059319 📍 Dubai, United Arab Emirates

### PROFILE

---

Highly skilled and detail-oriented Teller with over 5 years of experience in cash handling, customer service, and financial transactions. Proven track record of accuracy and efficiency in a fast-paced banking environment. Strong communication and problem-solving skills with a dedication to providing exceptional service to customers.

### PROFESSIONAL EXPERIENCE

---

**Cashier, KFC**

- Receive and process customer payments in cash, credit, or debit transactions.
- Count and balance cash drawer at the beginning and end of shift.
- Provide excellent customer service by addressing inquiries and resolving issues.
- Maintain a clean and organized work area.
- Collaborate with team members to ensure smooth and efficient operations.
- Adhere to company policies and procedures to ensure compliance with financial regulations.
- Recognized for consistently achieving high accuracy in cash handling and maintaining a positive customer satisfaction rating.

Sep 2020 – Present  
Dubai, UAE

**Teller, Chase Bank**

- Processed customer transactions, including deposits, withdrawals, and check cashing.
- Balanced cash drawer and maintained accurate transaction records.
- Assisted customers with account inquiries and provided information on banking products and services.
- Identified and reported any discrepancies or fraudulent activity.
- Collaborated with team members to meet daily banking objectives.
- Maintained a welcoming and professional demeanor to create a positive customer experience.
- Implemented a new process for streamlining customer transactions, resulting in a 15% increase in efficiency.

Apr 2015 – Feb 2020  
Nairobi, Kenya

### EDUCATION

---

**Bachelor's Degree in Business Management and Administration, St. Paul's University**

Apr 2014 – Oct 2015  
Nairobi, Kenya

## SKILLS

---

Cash handling.

Customer service.

Financial transactions.

Problem-solving.

Attention to detail.

Team collaboration.

Compliance with regulations.

Multi-tasking and time management.

## PROFESSIONAL TRAINING

---

- Teller Operations and Procedures.
- Sales and Referral Techniques.
- Information Security and Data Privacy.
- Cash Handling and Transaction Processing.
- Customer Service Excellence.

## LANGUAGES

---

English

Swahili

## REFERENCES

---

- Available upon request.