

NAKABUGU MABLE JOSEPHINE

Abu Dhabi, UAE

Mobile: +971 588055274

Email:nakabugumable94@gmail.com



CAREER OBJECTIVE

A results-driven, committed and articulate banking personnel with excellent communication skills and a high level of customer commitment. Multi-skilled with the ability to plan, maintain and develop existing and new customers and consistent high customer service. Possessing a good team spirit, deadline orientated and having the ability to succeed in a demanding banking environment.

AREAS OF EXPERTISE

- ❖ Opening up accounts
- ❖ Relationship Management
- ❖ Check clearance
- ❖ Tele-sales
- ❖ Extensive product knowledge
- ❖ Client conversion

KEY STRENGTHS AND SKILLS

- ⬆ Customer service skills
- ⬆ Computer Skills
- ⬆ Excellent communication skills and attention to detail
- ⬆ Prioritizing, time management and organizational skills
- ⬆ Administration skills
- ⬆ Good listening skills.

WORK EXPERIENCE

AL FARDAN EXCHANGE L.L.C UAE

26TH JUNE 2022 TO DATE

Position: *customer service officer*

Duties & Responsibilities

- Managing transactions with customers using cash registers.
- Collecting Payments from the customers.
- Receiving payments and issuing receipts and keeping track of all cash transactions.
- Greeting and welcoming customers and giving them good customer care in order to retain them.
- Track transactions on balance sheets and report any discrepancies.
- Elevate complaints to management.
- Keep track of our cash inventory for all different currencies.
- Answer phone calls, emails and face to face customer enquiries.
- Direct customers to online resources.
- Create and maintain reports on customer interactions.
- Attend weekly team meetings.

WORK EXPERIENCE

Standbic Bank- Kampala Uganda

Dec 2019 - Jan 2022

Position: *customer service officer*

Duties & Responsibilities:

- Greet customers and offer assistance/advise customers on various services and products offered by the bank.
- Answer questions about accounts types and banking products, such as money market accounts, loans, Debit and credit cards.
- Check on the status of customer accounts and track checks and payments.
- Review and explain accounts charges.
- Assist banking customers with replacing lost or stolen credit or debit cards.
- Assist with address changes.
- Perform other administrative duties such as data entry into in-house software.
- Refer Clients to financial specialists in the event of specialized needs.
- Provide advisory services for clients regarding available financial services.
- Pursue leads and potential customers to expand services and products offered.

ABSA BANK UGANDA –KAMPALA, UGANDA

Jan 2017 - Nov 2019

Position:

DATA ENTRANT AND ARCHIVES PERSONNEL

Duties & Responsibilities:

- Updating and Correcting accounts information for customers.
- Completing special projects like opening up accounts, managing and optimizing bank accounts and other products.
- Updating customer information as required by the bank standards.
- Filling all documents related to customers.
- Data collection, analysis about the banking activities in various areas in Uganda.
- Check clearance, where we check if the amount in words and figures match with check signatures and dates.
- Processing deposits, payments and withdrawals after authorization from the bank supervisor.

EDUCATION QUALIFICATION

Bachelors of Business Administration 2018

Uganda advanced certificate of Education (UACE) 2012-2013

Uganda Certificate of Education(UCE) 2008-2011

PERSONAL DETAILS

Gender	:	Female
Nationality	:	Ugandan
Language	:	English & Basic Arabic
Visa Status	:	visit visa

REQUEST

Available upon request