

ANNETTE KEMUMA OGEA

Contact Information.

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Professional Summary

Experienced and detail-oriented banking and customer service professional with a strong background in foreign exchange, local & international remittances, and cash operations. Skilled in processing high-value transactions, managing large transaction reports and ensuring full compliance with KYC, AML, and central bank regulations.

Adept at educating customers on digital banking platforms like mobile banking apps to improve service efficiency. Proven ability to deliver exceptional customer experiences, promote financial products, and maintain 100% accuracy in cash handling and reconciliation. Seeking to bring these strengths to a fast-paced, customer-focused forex exchange house in United Arab Emirates.

Employment History

ADMIN/PERSONAL ASSISTANT

Alex Marshall Advisory (FZE) 2024- up to date

- Handling correspondence (emails, calls) and ensuring timely follow-up.
- Drafting routine emails, memos, and any formal communications on behalf of executives.
- Assisting in organizing meetings (physical and online).
- Coordinating travel arrangements (flights, accommodation, visas).
- Managing the calendar, appointments, and reminders for executives.
- Assisting with personal tasks including filing of medical claims, booking medical appointments, making reservations, errands, or scheduling.
- Preparing reports, presentations, and basic documentation.
- Maintaining databases, contact lists, and office records.

SENIOR BANKING OFFICER-OPERATIONS

Paramount Bank Limited 2021-2023

- Processed international money transfers and foreign exchange transactions through Western Union, MoneyGram, swift and other services with accuracy and compliance.
- Accurately handled deposits, withdrawals, and fund transfers, ensuring efficiency and customer satisfaction.
- Managed cash operations with precision, balanced cash drawers, and reconciled discrepancies — maintaining 100% accuracy in cash handling.

- Ensured strict adherence to financial regulations, anti-money laundering (AML) & countering the financing of terrorism (CFT) guidelines, and internal compliance policies.
- Educated and encouraged customers to adopt mobile banking platforms, demonstrating features such as fund transfers, balance checks and transaction alerts. This enhanced their banking experience through improved convenience, transaction speed, and 24/7 account access.
- Collected, verified, and maintained KYC documents such as IDs and passports during client onboarding to ensure compliance with AML regulations and Central Bank guidelines.
- Filled and verified large transaction forms in compliance with internal controls and regulatory requirements, ensuring accuracy, completeness, and proper documentation.
- Provided exceptional customer service, assisting clients with inquiries and diverse financial needs.
- Addressed customer concerns and resolved account issues promptly and professionally, enhancing trust and client retention.
- Demonstrated strong proficiency in using banking and forex software, ensuring seamless transaction processing.
- Maintained a professional demeanour and positive attitude, creating a welcoming environment for diverse clientele.
- Onboarded and trained new team members, encouraging collaboration and improving overall branch efficiency.

ASSISTANT ACCOUNTANT

Masai Rolling Mills Limited 2017-2020

- Expertly used Tally Accounting software for financial management, enhancing accuracy in bookkeeping and reporting.
- Helped in preparation of financial statements such as income statement, statement of financial position, cashflow statements among others.
- Conducted bank reconciliations for all organizational bank accounts, identifying and resolving discrepancies leading to financial accuracy.
- Posted supplier invoices into tally software, tracking supplier payments leading to seamless and effective cashflow management.
- Prepared payment vouchers with relevant supporting documents, ensuring compliance and proper documentation for all transactions.
- Posted customer payments and allocated receipts to relevant invoices, improving tracking of accounts receivable.
- Filed monthly VAT returns and submitted statutory deductions accurately and on time, ensuring compliance with tax regulations

Education History

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| 1. Certified Public Accountant, (CPA)
Kenya Accountants and Secretaries National Examinations Board. | 2012 to 2024 |
| 2. BSc. Actuarial Science with IT
Maseno University. | 2011 to 2015 |

Computer Skills

- Banking Software & Forex Systems.
- Accounting Software (Tally, QuickBooks & Omni)
- Microsoft Office Suites (Excel, Word, PowerPoint)
- Power BI (Basic)

Key Skills

- Customer service excellence.
- Attention to detail and excellent analytical skills.
- Fast-paced environment adaptability.
- Problem solver with can-do attitude.
- Excellent organizational and multitasking abilities.
- Strong written and verbal communication skills.
- Friendly and professional demeanour.
- Proactive and self-motivated.
- Strong understanding of basic accounting principles and financial regulations.