

Dennis Maheli Shavanga

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1. PERSONAL INFO

Nationality: Kenyan

Current Position: Bank Operations Officer

2. CAREER OBJECTIVE

A result-oriented team player who is keen to learn, drive IT projects, end user support, value and performance through technology and governance. Ensure high customer satisfaction rankings, raising performance standards, facilitating effective communication and creating an environment in which integrity, fairness and professionalism flourish at all times.

3. QUALIFICATION PROFILE

- ☐ General Knowledge of Information Technology management practices with 4 years expertise in banking industry and currently working as a Bank Operations officer,
- ☐ Ability to troubleshoot and enhance strategic or tactical IT related plans for users.
- ☐ Proficiency in the use of various computer tools and software.

4. PROFESSIONAL SKILLS

- ☐ Proficient with Oracle, Lotus Notes Domino, and SQL applications
- ☐ Superior Communication and Interpersonal Skills
- ☐ Relationship Building
- ☐ Good supervisory skills
- ☐ Creative Thinker and Problem Analysis

5. WORK EXPERIENCE

2019 July to-date: I&M Bank Ltd: Bank Operations Officer

- ☐ Assisting in on-boarding new clients by opening the accounts.
- ☐ Back-end Omni channel support and test.
- ☐ Vetting client's documents to ensure that they comply with the Bank's guidelines
- ☐ Contributing towards achieving departmental targets by giving centralized support in onboarding new clients and making any necessary amendments within the service level agreements (SLA)

- ☐ Assisting in Training new staff through back-end operation and mobile banking maintenance.

2 Jan – June 2019: United States International University: IT Officer-Multimedia Services

- ☐ Facilitated movement and efficient working of hardware applications
- ☐ Championed performance improvement in the department by providing end-user support
- ☐ Trained and managed interns
- ☐ Performed administrative duties on networks and occasionally run audits and prepared the departments reports.

Nov 2016- Jan 2017: Crescent Tech Systems: Server Support Specialist

- ☐ Performed system upgrades and provided end user support through remote access and troubleshoot generally improving client experience and satisfaction.
- ☐ Monitored backup procedures and site traffic ensuring that there was business continuity.
- ☐ Assisted in contacting vendors and service providers for IT equipment and supplies for efficient and effective office operations.

Aug – Dec 2016: Imperial Bank: ICT Intern

- ☐ Performed system Upgrades for software and hardware applications
- ☐ performed installations, repairs and preventive maintenance on computers.
- ☐ Aided through staff training and occasionally running reports and audits.

6. EDUCATION

Jomo Kenyatta University of Agriculture and Technology (JKUAT), Nairobi

Bachelor of Science in Business and Information Technology, Second Class Honors