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Bernice Baaba Gaisie (BSc Accounting)

Profile

I am a result oriented person with a high level of self-determination and a team player with good leadership skills. I have the ability to work under little or no supervision and consistent, reliable and diligent in all my undertakings.

Objective

Seeking a position in a Proactive Banking institution/Company that will present me a challenging opportunity for the utilization of my potentials, and an avenue to further pursue my career in Banking & Finance.

Current employment

GCB Bank

UT Bank Ghana Limited

Employment/Working experience

**GCB Bank**

Teller/Acting Head Teller 2017 – 13th March, 2019

Okaishie

**UT Bank**

Acting Operations Manager:

Kaneshie Branch 7 Months

Abossey okai Branch 3 Months

Makola Branch 5 Months

**Duties**:

* Authorization of cash and non-cash transaction within approved limits.
* Supervising the work of CSO, Back Office and Head Teller.
* Call over previous day’s transactions and review GL Proofs.
* Ensure all account opening documents are up before an account is opened.
* Review all registers to ensure required charges and commissions are charged.
* Ensure daily vault balance and signing off in the register.
* Ensure proper management and maintenance of all registers and vault keys in order to minimize operational risk.
* Speedily resolve customer complaint.
* Ensure customer satisfaction
* Ensure network, camera and other software used are in order daily.
* Ensure equipment and furniture are in order at the branch.
* General management of branch operations.

**Head Teller**  **October 2009-2017**

**Duties**:

* Monitor the performance of all tellers and Cash operatives and report to the operations

officer or manager.

* Maintain a proper register to record and balance all mobile cash brought in or taken out.
* Check all tellers end of day (cash and till books).
* Check all Cash in vault physically with a supervisor after any cash withdrawal
* Ensure all Cash is balanced and locked up in vault by end of day.
* Ensure Cash repatriation to Head office (Central vault) when branch exceeds Cash holding limit.
* Periodically coach and brief tellers on effective cashiering in order to avoid Cash imbalance.
* Ensure the office assistance keeps his environment tidy.
* Authorize cashiers till-out and till-in before start of days work and after close of days work.
* Vault custodian.
* Print customer’s monthly statements and envelop them for dispatch (3 days after month ends).
* Deposit mobilization effort and cross selling of banks or groups products to existing and

potential customers.

* Ensuring proper inventory movement

**TELLERING OCTOBER 2007-2009**

**Duties:**

1. Receipts of deposits

For all receipts, I ensure that;

* Amounts received were counted in the presence of the customers to ensure that they

Were exactly as stated on deposits slips.

* Amounts received are analyzed on the side of the deposit slips by denomination.
* Appropriate accounts were credited.
* Deposit slips are stamped “received” and initialed.

1. Payments of Cash

        For all Payments, i ensure that;

* Signatures of customers are verified.
* Instrument is within date (not postdated or stale).
* Amount in words stated on the instruments are the same in figures.
* Payment is analyzed on the back of instrument by denomination.
* Instruments are authorized if they are above my limit.
* Appropriate accounts were debited after checking to ensure that there were enough funds.

Other Duties performed

**Customer service Officer (CSO) (6 Months**)

   Main duties and responsibilities were:

* Account opening, Cheque book issuance, Balance enquiry duties,
* Statement printing & issuance, Counter cheque issuance,
* Attending to customer complaints,
* Issuing of ATM cards, Tellering duties, ATM custodian

Back office duties (6 Months)

* Scanning and keying of outward clearing cheques
* Preparing of payment orders and bankers payment
* Charging of cheque books and savings withdrawal booklet
* Keying of salaries
* Funds transfer duties.
* Inward clearing.
* Investment.

**ATM Custodian: (2013-date)**

* Balancing the ATM cash daily
* Preparing the ATM replenishment Sheet daily
* Makes sure the Cassette have enough cash in it
* ATM machine is always in a good condition.

**Branches** **worked.**

* Airport city Branch
* Kaneshie Branch
* Abossey Okai Branch
* Makola Branch

**ECOBANK (GH) LTD                                                                 July 2005 – November 2006**

Job title – Tellering (on contract)

**Standard Chartered Bank                                                      February - June 2005**

Job title – Tellering (on contract)

Education/Qualification

**Central University College**                                               **2007-2009**

BSc Administration (Accounting option) - 2nd Class Lower Division

**Professional qualification**

ACCA Part I        **2006**

**Professional Affiliation**

A student member of the Association of Chartered Certified Accountants (ACCA)

**Breman Asikuman Secondary School**                                                    **1997-2000**

Training obtained

The various Training I have had are as below:

|  |  |  |  |
| --- | --- | --- | --- |
| ***S/n*** | ***Program*** | ***Institution*** | ***Period/Duration*** |
| 1. | Basic Banking Practices | UT Bank | 2 Days |
| 2. | Finacle (software) training | UT Bank | 5 days |
| 3. | E-Zwich training | UT Bank | 1 Day |
| 4. | Customer Service training | UT Bank | 2 Day |
| 5. | Legal aspect of Banking | UT Bank | 2 Day |
| 6. | Risk management in banking | UT Bank | 2 Day |
| 7. | ATM Training | UT Bank | 5 Day |
| 8. | T-24 training | UT Bank | 5 Day |
| 9. | Anti money laundering | UT Bank | 2 Day |
| 10. | Boot Camp | UT BANK | 5 Days |
| 11. | Fraud | UT Bank | 2 Days |
| 12 | Mtn and Airtel Mobile Money | UT Bank | 2 Days |
| 13 | Flexcube training | GCB Bank | 2 Days |
| 14 | Money transfer training and Customer service | GCB Bank | 2 Days |

Strengths

Through the execution of my roles on the various engagements I have been assigned, I was able to develop the ability to work under pressure, excellent interpersonal and communication skills, ability to work within stipulated deadlines, good teaming spirit, good report writing skills, good leadership traits and strong analytical skills.

Personal details

Name: Bernice Baaba Gaisie

Gender: Female

Date of birth: 31st December, 1982

Nationality: Ghanaian

Marital status: Married

IT Skills

Proficient in Microsoft Office Applications (MS-Word, Excel and Power Point)

Activities/Interest

* Interest in listening to financial news.
* Reading business related journals and periodicals.

Referees

**(1)** Mr. Jarvis Aseidu-Asante

GM Retail, UT Bank

Head Office-Accra

Mobile: 0202024413

**(2)** Mrs. Veronica Arthur

Retail Unit, GCB BANK

Head Office-Accra

Mobile: 020 2024420

**(3)** Elizabeth Eshun

Operations Manager

GCB BANK, Okaishie Branch

Mobile: 0243424077