



SEMENGO ALLAN PAUL

FORMER BANKING OFFICER

CAREER OBJECTIVE

I am highly dedicated, resourceful, and innovative individual with over 5 years banking experience. I am professionally skilled in handling Front and back Bank operations, Cashiering and remittance roles, Counter Foreign exchange and Digital Fx trading, customer care related duties, financial analysis and management. I can work under minimal supervision to meet organization goals and objectives with the ability to blend into a versatile work environment. I am flexible; open minded, team player with integrity and self-respect. I am a fast decision maker with good interpersonal and communication skills.

My objective is to utilize my skills and abilities gained in the banking sector not only in my line of profession but to make the best out of any opportunity that comes. Looking for an immediate start and join busy and successful team where i can fulfill my potential and learn new skills and experiences.

PROFESSIONAL EXPERIENCE

Company: Top Finance Bank, Position: Branch Supervisor

Duration: Oct 2018 – Dec 2020

- Supervise and monitor teller daily transactions
- Ensure proper posting and filing of back office vouchers
- Ensures timely submission of daily, weekly and monthly reports.
- Balance cash with general ledgers and ensures that the system vault balance tallies with the physical cash in the vault at end of day.
- Ensure that all transactions are accurately posted into the system.
- Conduct compliance checks and ensures that all staff complies with the established bank policies and procedures.
- Maintain open line of communication between staff and senior management.
- Ensures satisfactory audit results of the branch operations and implement all audit issues and B.O.U recommendations concerning operational issues.
- Conduct weekly staff meetings intended to address business growth, customer care and discussion on customer feedback.

Company: Top Finance Bank, Position: Reconciliation Officer

Duration: Feb 2017 – Oct 2018

- Daily reconciliation of transactions on the banks mobile digital wallet platform
- Prepare daily report on total wallet balances and Liquidity on user account.
- Monitoring of liquidity and initiating prefunds on all integrator accounts, (Mtn, Airtel, Interswitch)
- Weekly reconciliation of ATM/VISA transactions
- Monitoring and prefunding of ATM settlement account with our clearing bank.
- Recording monthly income and expenses from all money transfer transactions.
- Prepare weekly money transfer reports from Money gram and western union.
- Prepare adjusting journals for reconciling items both for finance and operations departments.

Company: Top Finance Bank, Position: Banking Officer – Teller / Customer care

Duration: June 2015 – Feb 2017

- Receiving and counting cash from customers
- identifying customers and validating their requests
- Processing cash withdrawals, accepting checks and cash for deposit, receiving and verifying loan payments, recording all transactions accurately.
- Promote bank products and services through cross selling on a daily basis.
- Pay out cash to customers and ensure that proper amounts are posted in the system and ensure that right vouchers' are logged in to the in charge at end of day.
- Balance days' work and ensure that right amounts accompanied with the relevant vouchers are lodged with the officer in charge at the end of the day
- Ensure safe custody and regular excess cash requirements and cash holding in till/ counter are maintained within approved limits.
- Open up bank accounts for new customers according to the laid down procedures (KYC).
- Provide splendid customer service to customers in a friendly and courteous manner at all times.
- Respond to all inquiries accordingly and ensure that customers are attended to promptly and all challenges are resolved without delay.
- Provide information to customers on their account status and account balances.
- Ensure that customer's confidential information is properly protected and only used for official purposes.

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Nationality: Ugandan

Visa Status: Visit Visa

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PROFESIONAL SKILLS

ACCOUNTING AND CASHEIRING

CUSTOMER CARE SKILLS

CREDIT & FINANCIAL ANALYSIS

BUSINESS DEVELOPMENT SKILLS

FOREIGN EXCHANGE & TRADING

RISK MANAGEMENT & PROFILING

COMPUTER SKILLS.

PERSONAL ATTRIBUTES

FAST DECISION MAKER

ATTENTION TO DETAILS.

ABILITY TO WORK UNDER PRESSURE.

GOOD COMMUNICATION.

TEAM PLAYER AND ABILITY TO MULTITASK

ACHIEVEMENTS

Reduced customer complaints by 30% through escalated grievance resolution procedure.

EDUCATION

**Bachelors Of Arts in Economics
2010 - 2013**

**U.A.C.E - Uganda Advanced Certificate Of
Education
2008 - 2009**

**U.C.E - Uganda Certificate Of Education -
Ordinary Level
2004 – 2007**

LANGUAGE

English – Fluent Both Verbal And Written

