

NAME: TAMALE FRANK

DATE OF BIRTH: 01<sup>ST</sup> MAY 1996

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## AREAS OF STRENGTH

- Dynamic digital banking officer with extensive experience in digital banking.
  - Adept at onboarding and training both retail and corporate clients on how to use digital and e-banking platforms, including third party applications like Mastercard Travelpass, Mastercard Peace of Mind, Mastercard Booking that are attached to SELECT ACCOUNT Debit Cards.
  - Resolving technical issues and enhancing customer satisfaction through innovative solutions.
  - Skilled in supporting and training clients on how to use their cards with Global payment gateways such as Paypal, Stripe, OnePay among others.
  - Experienced in managing card-related systems and applications on the administrative side (Workbenches) to deliver efficient service and resolve client card-related issues.
  - Experienced in training staff on how to use our digital channels.
  - Experienced Data Analyst, proficient in data analysis and visualization using Python, SQL, PowerBI, Microsoft Excel.
  - Skilled in uncovering actionable insights from data to drive strategic decision-making.
  - Proficient as a MERN (MongoDB, Express, React, NodeJS), and NEXTJS Web Developer, creating scalable digital solutions that integrate data management and enhance user experience.
  - Proficient as a cross platform REACT NATIVE Mobile Applications Developer building.
  - Excels in cross-functional collaboration, team collaboration and managing complex projects effectively.
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## WORK EXPERIENCE

### 1. Digital Banking Officer, I&M Bank Uganda

2024 - Present

- Drove client adoption and utilization of digital banking platforms through effective onboarding and training at I&M Bank, Kabalagala branch.

- Analyzed customer usage data to identify trends and opportunities for enhancing digital platform engagement. Provided actionable insights to support sales and improve customer satisfaction.
- Promoted digital banking products to support organizational goals both at Kabalagala branch and the I&M Bank headquarters (Kingdom Kampala) as an Acting Senior Digital Officer.
- Contributed to digital transformation initiatives aimed at improving operational efficiency and client experience. As an Acting Senior Digital Officer, I handled transaction reversals for failed transactions over I&M Bank's Internet banking platforms, maintained the Digital Banking Pod at Kingdom Kampala, handled client issues with ATM/Debit Cards while making use of banking software such as FINACLE, FINACLE CORE, FINACLE DEH, WORKBENCHES, OIP.
- Participated in carrying out User Acceptance Testing (U.A.T) initiatives for our various digital channels and digital products before having them rolled out such as but not limited ExpressGo accounts, Finacle MobiTeller, OTP improved versions.
- Trained staff on how to use and efficiently utilize our digital channels and products on a bank-wide level.
- Managed card-related systems and applications on the administrative side, and supported client access to card-linked services such as Mastercard TravelPass, Mastercard Peace of Mind, Mastercard Booking.
- Supported clients in linking I&M Bank cards to third-party platforms such as Paypal, Stripe, Onepay among others to enable seamless international transactions.
- Supported the E-Banking operations teams at I&M Bank headquarters by enrolling, onboarding and training corporate and retail clients onto our digital banking platforms.
- Supported the Customer Service and Payments teams with handling problematic local and international (cross currency transactions)
- Supported and collaborated with IT team to maintain, and monitor the digital banking platforms, ensuring optimal performance and reliability. Actively contributed to the development, testing and debugging of e-banking channels to enhance user experience and functionality.

## **2. Freelance Data Analyst.**

Jan 2022 – Present

- Analyzing and visualizing data using tools like Microsoft Excel, PowerBI, Python, and SQL. Delivered data-driven insights to clients, aiding in strategic decision-making.
- Working on and leading an in-house data analysis and visualization project for I&M Bank Uganda that is intended to develop a tool within the E-Banking space that leverages customer data to provide and deliver actionable insights and drive informed decision making.
- Created compelling dashboards and reports to effectively communicate findings. Developed predictive models to forecast trends and outcomes for clients.

### **3. Cell Information, Junior Data Officer, Watoto Church**

2022 – 2023

- Collected, analyzed and maintained accurate church statistics such as attendance data to support data-driven decision making and strategic planning.
- Supported coordination and management of church and community projects, ensuring successful implementation and alignment with organizational goals.
- Supported small group activities, promoting community connection and personal growth among members.

### **4. Full Stack Web Developer and Cross Platform Mobile App Developer – Freelance**

2022 – Present

- Developed scalable web solutions with integrated data management features for enterprise and individual clients.
  - Developed a complete and scalable apartment and rentals web application for Bienvenido's Homes & Apartments Designed and implemented RESTFUL APIs to support seamless data flow and integration
  - Currently working on an I&M Bank Data Visualization and Analysis project that requires a web interface for the client-side.
  - Created responsive react-based user interfaces for clients to enhance user experiences and boost engagement.
  - Collaborated with clients to understand and meet their specific digital and data needs.
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## **EDUCATION**

### **1. Bachelor of Science in Quantitative Economics (First Class Honors)**

Makerere University Kampala, Aug 2016 - Jan 2020

I earned a First-Class Honors degree focusing on Economics, Statistics, Mathematics, and Programming. The program provided a solid foundation in Economics, advanced statistical methods, calculus and basic programming skills in C and C+

I have also taken linkedIn self-study certification programs in Web Development, Data Analysis and Digital Marketing.

### **2. Uganda Advanced Certificate of Education (UACE)**

St. Peters Nsambya Senior Secondary School.

I earned a U.A.C.E certification with a focus on Mathematics, Physics, Economics and ICT.

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## SKILLS

Throughout my employment journey, I have garnered and honed the following skills listed below.

- Conversant with bank systems and applications such as but not limited to Finacle C.O.R.E, Finacle D.E.H, Workbenches, OIP.
  - Enrolling, Onboarding and training clients on E-Banking / Digital Banking channels
  - Understanding customer relations and customer needs.
  - Building Customer Management & Interpersonal relationships
  - Bank Account Management
  - Email Software – Outlook and Gmail
  - Data Analytics & Data Visualization with Python, Excel, PowerBI, SQL
  - Web Development with React, NodeJS, ExpressJS, MongoDB, NextJS
  - GIT – Software version management system
  - Microsoft Office with proficiency in Excel, Word and PowerPoint
  - Internet proficiency and current trends
  - Cross platform Mobile App development with React Native
  - Database Management and development
  - Developing and working with APIs (Application Programming Interfaces)
  - Understanding local and international bank transactions such as EFTs, RTGS, SWIFT and Mobile Money.
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## LANGUAGES

- English – fluent in spoken and written
  - Luganda – fluent in spoken
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## HOBBIES

1. Attending Educative and Networking Conferences
  - Kampala-Kigali Expo that I recently attended.
  - Fintech Festival
  - Kampala Tech Expo
2. Playing Basketball & Football
3. Programming, coding and Software Engineering
4. Reading
5. Cinema

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## REFERENCES

1. Herbert Kato  
Director and Owner, HERK Holdings  
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2. Amon Mayende  
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