



# MERIAM SADIO

TRANSACTION BANKING ASSOCIATE | SUBJECT MATTER  
EXPERT | STRONG STAKEHOLDER MANAGEMENT | RETAIL BANKING  
PRODUCT EXPERT

## SKILLS

- Stakeholder Management
- Driving result
- Financial Transaction Processing
- KYC Verification
- MySQL
- Object-Oriented Programing
- Node.js
- JavaScript
- Microsoft Excel
- CSS & HTML
- Commercial Banking
- Branch Banking
- Customer service

## EDUCATION

**WEB DEVELOPER (FULL-STACK  
BOOT CAMP)**  
THE UNIVERSITY OF SYDNEY

**ACCOUNTING DIPLOMA**  
TAFE

## WORK EXPERIENCE

### TRANSACTION BANKING ASSOCIATE

*Commonwealth Bank of Australia (EBB)*

I'm a Transaction Banking Associate with expertise in Business Banking Client Services. My role involves collaborating closely with relationship executives, account managers, and product managers to provide comprehensive banking solutions.

#### Key Responsibilities:

- **Account Authority Management:** Facilitated the establishment of new account authorities and ensured the seamless update of authorised signatories.
- **Account Relationship Management:** Maintained comprehensive account authority listings to guarantee smooth operations.
- **Digital Banking Linkages:** Orchestrated the setup and maintenance of CommBiz/NetBank linkages, ensuring secure and convenient access for our clients.
- **Account Closure:** Oversaw the streamlined closure of accounts when necessary.
- **Offset Arrangement Management:** Coordinated the establishment and closure of offset arrangements for client accounts.
- **Debit and Deposit Card Issuance:** Managed the issuance of debit and deposit cards for clients, ensuring prompt delivery.
- **Cheque and Deposit Book Ordering:** Processed requests for deposit and cheque book orders, ensuring clients had access to necessary financial tools.
- **Statement Generation:** Oversaw the generation of statements for clients, providing them with accurate financial records.
- **Account Interest Adjustments:** Administered interest adjustments on client accounts as required.
- **Cash Deposit Account Management:** Handled the establishment and removal of stop orders on cash deposit accounts, utilizing the DMMS Global Market platform for efficient execution.

## CONTACT INFO

---



meriam.sadio8@gmail.com



0481 303 400

## CUSTOMER SERVICE SPECIALIST

*Commonwealth Bank of Australia (RBS)*

### Key Responsibilities:

- **Assist Customer Banking Needs:** Identify clients unique banking needs and gain insight into their current and future financial objectives. Effectively communicated the advantages of our extensive range of products and services.
- **Account Origination Expertise:** Facilitated the seamless opening of new personal and business accounts, savings accounts, credit cards, personal loans, and bank guarantee applications for customers.
- **Home Lending and Financial Planning Referral:** Assisted clients with their home lending and financial planning requirements, referring them to specialized experts to ensure the highest level of care and satisfaction.
- **Cash Control:** Took charge of branch cash control, overseeing and managing our weekly cash levels, and conducting end-of-day balancing to maintain financial accuracy.
- **ATM and Machine Custodian: Maintained** and serviced our ATM machines, change machines, and coin machines, ensuring their functionality to provide uninterrupted service to customers.
- **Foreign Currency Exchange:** Processed International Money transfers, skilfully negotiated foreign currency cheques, and efficiently handled cash foreign exchange transactions
- **Discrepancy Resolution and Reporting:** Demonstrated exceptional attention to detail by managing and reconciling monthly discrepancies, addressing open items, and generating comprehensive monthly reports.

## LEADERSHIP & ACHIEVEMENT

---

- **Effective Stakeholder Engagement:** As the Team Leader delegate, I proactively engage with key stakeholders, both within and outside the team. This involves regular communication to understand their needs, address concerns, and provide updates. I maintain open channels for feedback and suggestions to foster collaboration.
- **Empowering Team Meetings:** During Team Leader meetings, I step into a leadership role, ensuring that the team remains engaged and motivated. I'll encourage participation, share valuable insights, and facilitate discussions that drive productivity and innovation.
- **Strategic Queue Management:** I take responsibility for allocating tasks to team members and monitoring the team queue. This involves ensuring that Service Level Agreements (SLAs) are met and that customer requests are efficiently directed to the appropriate queue or team member for timely resolution.
- **Product & Risk Expertise:** As a Subject Matter Expert (SME) in product and risk matters, I actively participate in relevant meetings, providing

valuable feedback based on my expertise. I contribute to the development of Standard Operating Procedures (SOPs) and process improvements, ensuring our team remains efficient and compliant.

- **Customer Excellence Advocate:** I was the customer excellence champion representing my team in discussions related to customer satisfaction and service improvement. I lead the team in continuous process training and upskilling initiatives to enhance our ability to deliver exceptional service.
- **Inclusive Team Involvement:** To foster a culture of involvement and inclusion, I regularly engage the team in discussions about how we can improve and contribute to our projects. I encourage team members to share their ideas, and together, we work towards achieving our goals.
- **Effective Knowledge Sharing:** I ensure that knowledge transfer and documentation are priorities. This includes sharing updates from P&C meetings, product/risk meetings, and process changes with the team. Knowledge sharing empower team members to make informed decisions and contribute meaningfully.
- **Proactive Problem Solving:** In the absence of the Team Leader, I'm proactive in addressing any challenges or issues that may arise, seeking innovative solutions and involving the team in problem-solving discussions.
- **Team Building and Morale Boosting:** Recognizing the importance of team cohesion, I organize team-building activities and create an environment where team members feel valued, motivated, and empowered.