

LILIAN MWIKALI MULI

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SUMMARY

I am a highly detail-oriented professional who desires to maximize my career potential in the banking sector. My skill set includes expertise in banking operations, relationship management, and delivering exceptional customer service. With my analytical, problem-solving, and communication skills, I have developed a unique ability to effectively manage various duties and responsibilities that contribute to a company's growth. I thrive in fast-paced business environments and am adept at adapting to new challenges. I am actively seeking a challenging position in the banking industry where I can apply my expertise and significantly impact revenue generation for the company. I am confident that my experience and skills will enable me to excel in this role and contribute to the organization's overall success.

SKILLS

- **Banking skills:** Skilled in handling banking procedures, for example, customer service, retail management, digital banking, business banking, and personal banking, with the capacity to sell financial products.
- **Customer Service:** Excellent in ensuring customers' inquiries and concerns about credit issues are promptly addressed and their satisfaction is guaranteed.
- **Relationship Management:** Highly proficient in building relationships with clients and relevant stakeholders to increase business and customer retention and loyalty.
- **Communication skills:** Excellent communication skills with the ability to relate with all the staff working in the department and take time to listen to staff inquiries and complaints.
- **Analytical and Problem-Solving skills:** Able to visualize and solve complicated problems best and make accurate and informed decisions.
- **ICT Competence:** Good command of navigating Microsoft Office suites, email, and the internet

EXPERIENCE

10/2022
12/2022

- Intern, Diamond Trust Bank

- Helped customers with various inquiries, such as account balances, transaction history, product information, and account opening or closing procedures
- Listened to customer concerns, investigated problems, and provided appropriate solutions or escalated issues to the relevant departments
- Handled various financial transactions, such as deposits, withdrawals, and transfers
- Verified customer identification, ensured proper completion of transaction forms, and accurately processed the transactions by bank policies and procedures.
- Informed customers about new offerings, explained the benefits and assisted customers in selecting the most suitable options based on their needs.
- Assisted customers in setting up online banking, mobile banking, and other digital services

- Guided customers through resetting passwords, updated account information and resolved issues related to online banking platforms.
- Explained the terms and conditions of different banking products, clarified fee structures, and guided security measures to protect customer accounts
- Handled cash transactions, including accepting and disbursing cash, counting and verifying currency, and balancing cash drawers at the beginning and end of their shifts.

04/2022
06/2022

- **Teacher (Mathematics /Chemistry), Masii Girls High School**

- Developed and implemented lesson plans based on curriculum objectives
- Assessed student performance through tests, quizzes, and other assessments
- Provided individualized instruction to meet the needs of all students
- Encouraged critical thinking skills and problem-solving strategies among students
- Maintained a safe and orderly learning environment for all students
- Established positive relationships with parents to ensure effective communication regarding student progress and well-being
- Collaborated with colleagues to plan lessons that integrate various subject areas into a cohesive unit of study
- Enforced school rules and regulations to maintain an appropriate learning environment for all students
- Built and strengthened positive relationships with students, parents, and teaching staff
- Prepared and maintained classroom environments appropriate for student learning and physical, social, and emotional development
- Managed student behavior in the classroom by establishing and enforcing rules and procedures.

08/2019
08/2019

- **Enumerator, Kenya National Bureau of Statistics (Makueni County)**

- Conducted household interviews and administered questionnaires to obtain demographic data
- Gathered information on respondents' age, income, education level, occupation, and other personal characteristics
- Verified the accuracy of survey responses by double-checking data with interviewees
- Compiled collected data into a database for analysis
- Maintained accurate records of all activities related to the enumeration process
- Ensured the privacy of participants during the survey process by following established protocols
- Performed quality control checks to ensure all surveys were completed accurately and thoroughly.

EDUCATION AND TRAINING

10/2023

Bachelor of Education Science (Mathematics / Chemistry)
South Eastern Kenya University

07/2018

Certificate in Computer Applications
Kiambu Institute of Computer Engineering

11/2017

Kenya Certificate of Secondary Education
Our Lady Assumption Tawa Girls Secondary School

REFERENCES

- Stephen Kathuli, Regional Administration Police Commander, 0722642623, stepkathuli@gmail.com
- Mrs Margaret Njeru, Principal Masii Girls High School, 0712154546
- Prof. Felix Ngundo Kioli, Dean School of Education, South Eastern Kenya University, 0728427787, fngundo68@gmail.com