

Rakeb Denboba's

RAKEB DENBOBA

STUDENT MAJORING IN ACCOUNTING

rakebyared785@gmail.com

Education

2022 - 2023 **University of southdakota.**

september 2023 - now **brigham young university of idaho**

Awards

deans list

Occupation

2023 - present **student cashier** brigham young university - Process an average of 40 financial transactions daily, including tuition payments, scholarships, and 529 accounts, ensuring timely and accurate processing of cash and check payments. - Deliver exceptional customer service by addressing student account inquiries, concerns, and complaints, consistently resolving issues to improve satisfaction.

- Received specialized training to effectively assist students with various account-related inquiries and resolve issues promptly.
- Utilize Team Dynamics, iSeries, Feith, and Transact to manage daily cash flow, monitor payment records, and ensure accurate transaction reporting.
- Utilize Microsoft Excel to track daily cash flow, monitor payment records, and ensure accurate transaction reporting.

- Created and maintained detailed spreadsheets, improving the accuracy of financial reporting and ensuring balanced registers at the close of each shift. **april 2024 - july 2024 front desk assistant**, brigham young university
- Handled an average of 75 inquiries daily via phone, email, and in-person, efficiently assisting students, faculty, and staff with financial matters, improving overall client satisfaction.
- Utilized office software, including team dynamics, Microsoft outlook, and google calendar to manage calendars, prioritize emails, and streamline office workflow, increasing administrative efficiency by 29%.
- Addressed client concerns and facilitated communication between clients and accounting staff to ensure seamless service delivery.

Volunteer EXPERIENCE

Africa Student associatio coordinator

“September 2020 - July 2023”

- Coordinate an Africa night, one of the biggest events on campus.
- Assisted with the marketing and promotion of one of the association’s premier events, helping to increase student awareness and attendance.
- Facilitated student engagement by helping new international students get accustomed to the new culture, fostering a sense of community and inclusivity during the event.
- Collaborated in organizing and distributing food, ensuring smooth operations and a positive attendee experience.