



Mr. HARRISON KISAKA'S CV
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PERSONAL INFORMATION

YEAR OF BIRTH: 18th December, 1983.
GENDER: Male.
NATIONALITY: Kenyan
MARITAL STATUS: Married
RELIGION: Christianity
LANGUAGES: English(Fluent),Kiswahili(Fluent)

PERSONAL VALUES,COMPETENCE &SKILLS

- ❖ Knowledge of Banking Act and Central Bank of Kenya (CBK) clearing procedures and general laws related to Banking.
- ❖ Leadership ability with strong client relationship skills.
- ❖ Results oriented with excellent communication and social skills. A forward planner with clear focus, mature, reliable, hardworking and able to work without supervision.
- ❖ Organizational skills to effectively prioritize work schedules and manage operational risks
- ❖ high degree of sensitivity, confidentiality and integrity when dealing with internal and external customers
- ❖ Proficiency in computing packages and QuickBooks
- ❖ Good business and financial analytical skills.
- ❖ A wide degree of creativity and latitude.
- ❖ Able to work under pressure and meet deadlines.

CAREER OBJECTIVE

To exemplify in all that I do by rendering committed, dedicated and high quality service in my endeavors, always being ready to confront challenges that may come along my way, maintaining an intellectual keen and poised approach to work keeping an eye on projecting responsible personality and being obedient and dutiful to my superiors and inspiring my juniors as a role model.

ACADEMIC QUALIFICATIONS

UNIVERSITY EDUCATION

AUGUST 2005-APRI 2009: **MOI UNIVERSITY**
Course: Bachelor of Business Management(Accounting option)
Class: Second Class Honors.

COLLEGE EDUCATION

May 2008-July 2008: **DOMINION TRAINING INSTITUTE.**
Course: Certificate in Computer Studies.
Grade: Distinction.

SECONDARY EDUCATION

2001-2004: **KOLANYA BOYS HIGH SCHOOL.**

**PROFESSIONAL
WORKSHOPS/SEMINARS
/CAREER
ADVANCEMENTS**

Course: Kenya Certificate Of Secondary Education(K.C.S.E)
Grade: B (plain)
PRIMARY SCHOOL EDUCATION

❖ **WEBUYE D.E.B PRIMARY SCHOOL.**

Course: Kenya Certificate of Primary Education(K.C.P.E)
Marks/Points: 469/700(68 Points)

Dates: **March –September 2017**
Title: Sustainable Finance Initiative Course.
Organization: Kenya Bankers Association, UNEP and International Finance Corporation.
award: Certificate

Dates: **NOVEMBER 2015**
title : world-class customer service and culture change Workshop.
venue : kericho
host: Family Bank and IDS consultants
award: Certificate

WORK EXPERIENCE

INSTITUTION/COMPANY: FAMILY BANK LIMITED
station: BOMET
Position: Chief teller.
period jan 2017 to present
responsibility:

CASH LIMIT MANAGEMENT

1. Manage and maintain cash limits both at Teller Cash and Vault and ensure prompt expatriation of excesses.
2. Plan and coordinate delivery and collection of cash to and from the Cash Management Center in accordance with the set security and control procedures.
3. Preparing Branch Cash Management report as per guidelines.
4. Ensuring that foreign cash held by the branch is within the set limit.

TELLER CASH MANAGEMENT

5. Entry of opening cash balance, posting of all receipts and payments.
6. Obtaining accounts summary, teller cash and reserve cash at day end.
7. Printing of cash balance statements and tallying of physical cash with general ledger balance.
8. Efficient handling of payments / receipt /sorting of local and foreign currency (cash).
9. Conduct Call Over to check and verify accounts to avoid any fraudulent transactions.

VAULT CUSTODIANSHIP

10. Hold, in joint custody, keys to vault cash compartments
11. Verify that vault/reserve cash movement differences are resolved daily.

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| 12. Train and sensitize tellers on fraud detection and prevention | |
| 13. Ensure accurate and timely processing and reconciliation of General Ledger accounts pertinent to cash. | |
| 14. Responsible for identifying and reporting potential and actual Money Laundering Risk, including suspicious transactions in accordance with the laid down AML policies & procedures. | |
| 15. Any other duties that may be assigned to you | |
| 16. Embrace a culture of teamwork, support for each other and commitment to the branch and the Bank goals and aspirations | |

Education, Knowledge and Experience

- Bachelor's degree in Commerce/Business related field.
- Have a minimum of 1 years working in the Banking Industry; with relevant experience in product knowledge
- Sound knowledge of the Banking Act and the regulatory framework in the Financial Services Industry
- Able to apply Financial knowledge and skills to achieve business goals
- Able to identify and minimize potential and inherent risks in banking
- Communicates effectively and is able to explain complex Business issues
- Track record of motivating, managing and developing individuals and teams to achieve results
- Proficient in the use of Banking and office management systems

Key Competencies and Attributes

Interpersonal:

- Goal focused and able to spot business opportunities
- Builds networks and maintains strong relationships
- Able to manage and influence others to achieve results
- Has passion and drive to achieve results under difficult circumstances
- Pleasant and able to relate well in diverse social set ups and teams
- Upholds high standard of Professionalism, integrity and respect for others

Management and leadership ability:

- Able to identify, motivate and develop talent within the Bank.
- Capacity to influence decisions at senior management levels
- Communicates effectively
- Drives high performance in teams.

INSTITUTION/COMPANY: FAMILY BANK LIMITED
station: BOMET
position: customer service officer
period June 2013 to dec 2016
responsibility:

Cross selling the products of the bank.

- ❖ Interact with customers and provide information enquiries about products or services
- ❖ Understand the customer's problems and also resolve complaints
- ❖ Communicate with customers through various ways, in person, by telephone, email or regular mail, or over the Internet
- ❖ Handle general questions and complaints, but some may have to specialize in a particular area and deal with specific problems
- ❖ Updates to a customer's profile or account information
- ❖ Keep records of transactions and maintain a database of information
- ❖ Oversee day to day management of queues in the branch ensuring that queues move fast.
- ❖ Maintain complaints log for escalation.
- ❖ Manage all correspondences between the branch and the customer on service related issues.
- ❖ Manage/Monitor the systems to ensure that all branch systems are working and escalate when need be
- ❖ Ensure that the Banking hall is neatly arranged and adequate stationery availed for customer usage.
- ❖ Maintain safe custody of the ATM cards.
- ❖ Undertake ordering of customer statements.
- ❖ Train the branch staff on service excellence tips ,product knowledge, the use of the ATM and M-Banking
- ❖ Receive all customer instructions on the management of their accounts to include standing orders, stop payments, fixed/call deposits.
- ❖ Check and confirm compliance to KYC and authorize account opened
- ❖ Any other operational duty as may be assigned by the management

nature of employment: permanent

INSTITUTION/COMPANY: FAMILY BANK LIMITED

station: BUNGOMA

Period: February 17th 2012 to 2013 January.

position: Direct sales representative

responsibility:

- cross selling of the bank's products
- Providing excellent customer service

nature of employment: one year contract

INSTITUTION/COMPANY: ELDORET SPLENDID COLLEGE-MAIN CAMPUS.

Station: Eldoret.

Period: June 2009-Jan 2012.
Position: Tutor and head of Business Department.
Responsibilities: Teaching managerial accounting, cost accounting, Business Administration, Financial management, Public relations, Economics Entrepreneurship Education Business policy and strategic. management, Management, Quantitative methods and Trade project.

INSTITUTION/COMPANY: UPPER HILL HIGH SCHOOL

Station: Eldoret Kenya.
Period: Jan 2009-May 2009
Position : Teacher
Responsibility: Teaching Business studies.

INSTITUTION/COMPANY KENYA POWER AND LIGHTING COMPANY

Station: Eldoret, North Rift sub region.
Period: May 2008-August 2008
Position: Management Trainée (Finance Division Revenue Section)
Responsibility:

- ❖ Bank reconciliation preparation.
- ❖ Reallocation of customer payments.
- ❖ Customer deposit refunds.
- ❖ Front office query.
- ❖ Participated in preparation of end of year 2008 financial
- ❖ Statements

HOBIES

- ❖ Playing volleyball.
- ❖ Making new friends.
- ❖ Listening to gospel music.
- ❖ Reading especially novels and Newspaper

REFEREES

MR. KEN MWANGA WAFULA
BRANCH MANAGER I & M BANK NRB
MOBILE NO.:0722834489

Mr. JULIUS KIPKOECH LANGAT
BRANCH MANAGER
FAMILY BANK, BOMET BRANCH
PHONE 0716965561

MR STEPHEN MWITA MWIKABE
BRANCH OPERATIONS MANAGER
FAMILY BANK –KISII BRANCH
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