

P.O. BOX 2638, THIKA, KENYA
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ROSELINE KHISA MARARO

PERSONAL PROFILE

I am self motivated, result oriented, a team player and always adaptable to change. I have a passion to give quality and personalised service to my customers and make them feel great and prestigious. I accept responsibilities and always challenge myself to deliver and exceed set expectations.

KEY SKILLS AND ACHIEVEMENTS

Interpersonal Skills.

- I interact well with other colleagues, share best practices and contribute to a strong spirit of work and co-operation. I participate in all morning hurdles.
- I participate in all team events and community work. I am the team's Colleague Champion hence play a big role of bonding together as a team both at the workplace and outdoors.
- Strong customers focus and report writing and analytical skills.
- Effective administrative and organisational skills that ensure things are done efficiently.

Financial Systems Knowledge

- I have good understanding of banking financial systems with 7 years working experience and all the products and services that we offer.

Self Driven and Yes I Can' Attitude

- I am able to manage my own performance and I have gained a Certificate in Customer Service/ Administration Hall of Fame and being the best in offering World-class Customer Service in our Mount Kenya Region. I will be graduating this year 2016 with an MBA degree with the KCA University in Human Resource Management.

Adaptability and Change Management

- I have worked both as a Retail Support and Customer Advisor for the last seven years and have adapted very well and have performed excellently. I have also worked at the Enquiries Support Desk adapted well doing my job excellently. I am a fast learner, open minded and take change positively. I will easily fit into a high performing team as CBK.
- Working with Barclays has moulded me to work in an integrity and ethical working culture.

CAREER SUMMARY AND KEY RESPONSIBILITIES

Customer Advisor / Retail Support/ Enquiries/ Personal Banker/ HR Admin Barclays Bank May 2007- Date

- Dispense and receive cash and related instruments to both standard and mostly prestige customers
 - Identify sales leads through reviewing income levels of customers and referring to Customer Advisors.
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- Conduct Snap checks as assigned by the Operations Officer from time to time. I always ensure snap checks are well done and within the stipulated time.
- Assist customers to correctly complete transaction documents to ensure accuracy and completeness of these documents.

Retail Support/ Personal Financial Advisor/ Branch Operations Assistant Barclays Bank Feb 2011-Date

- Filing of various schedules and reports as allocated to me and ensuring that filing is properly done labelled and stored in the various allocated drawers.
- Preparing Barclaycard Payments for dispatch to Barclaycard Centre for processing
- Preparing and assigning snap checks to staff
- Handling of Scheme loan cheques and delivery to customers
- Handling and reconciling of the daily working stock
- Preparing Cahier vouchers for dispatch to VPC/ OPC
- Advising customer on products that well suit their need
- Ensuring branch operations procedures are adhered to by staff in the daily branch processes by assisting the Branch Operations Manager.

QUALIFICATION AND PROFESSIONAL DEVELOPMENT

<u>Area of Learning</u>	<u>Provider</u>	<u>Year</u>
Masters Bus Admn (HRM)	KCA University	2014-2017
Honours Bus Admn (HRM)	UNISA SA	2010-2012
Bcom(Finance) Certificate (Customer Service)	USIU Africa	1999-2004(2 ND Class Upper Division
Forex	Barclays	May 2010
Flex cube System	Barclays	May 2007
Internship	Barclays	October 2009
	Standard Chartered Bank	2006
	Del Monte K Ltd	2004
KSCE Cert. (B- minus)	Chania High School	1994-1997

PERSONAL DETAILS

D.O.B: 13.10.1979

Nationality: Kenyan

Marital Status: Single

PERSONAL ATTRIBUTES

Quick learner, proactive, enthusiastic, adaptable, dynamic, flexible, has a good sense of humour.

INTERESTS

Making friends, Singing, Reading, Travelling

REFERENCES

Joshua Mutinda

Box 728,60600

BARclays Bank Maya Branch

Tel No 0721156365

Laban Warui

P.o Box 748,60600

Barclays Bank Maua Branch

Tel No. 0721414326