**MURETI MURUNGI MUKABA**

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**PERSONAL PROFILE**

I am a dedicated, passionate and motivated. I have a wealth of professional experience in Banking having worked in National Bank of Kenya for 10 years and consider myself to have the relevant knowledge and capabilities to succeed in the banking sector with particular strengths in people management, customer service, controls & financial management.

**KEY SKILLS**

* Excellent interpersonal and stakeholder management skills
* Effective Team player/Leading/Performance Management skills
* Highly receptive to new ideas and willing to improve them to gain competitive advantage for the organization
* Highly proficient in computer skills

**PROFESSIONAL QUALIFICATIONS & TRAININGS**

2006 – To Date Managerial Skills, Banking Operations, Customer Service

**ACADEMIC BACKGROUND**

2000 – 2003 University of Nairobi - (KE)

**Bachelor of Arts (Economics and Sociology) 2nd class upper division**

**ACHIEVEMENTS**

**Trainer – National Bank Training School**

* Training of cashiers on first hand teller experience, teller procedures, customer service and customer evaluation
* Link between the bank teller training curriculum and floor experience at branch level.

**WORK EXPERIENCE**

**Oct 2015 –To date: Operations Manager - National Bank of Kenya, TSC Upper Hill Branch**

Key Responsibilities:

* Management of the entire branch’s daily operations to ensure compliance with internal and regulatory requirements on cash handling.
* Driving Customer Service Management with strict adherence to complaints handling and resolution Service Level Agreements (SLA)
* Timely review and reconciliation of the branch’s internal accounts
* Fraud management through daily operations including monitoring of new and dormant accounts and instructions verification done through call back and identification and verification processes
* People Management including performance management, leave management, conflict resolution, reward and recognition and disciplinary administration
* Ensure revenue collection through the established processes with zero tolerance for leakage
* Providing expertise for all aspects of operational rigor, customer service and providing technical support and coaching to the team.
* Handling both internal/external audits by ensuring auditors are provided with timely and accurate information
* Championing records management by ensuring team awareness and full compliance to Record Management policy

**2013 – 2015: Cash Team Leader - National Bank of Kenya, Harambee Avenue Branch**

Key Responsibilities:

* Oversight of cash operations at the branch with 30 staff members under my supervision
* Participation in weekly branch management meetings; make recommendations, follow ups and implement action points.
* Participation in the disciplinary process and ensure implementation of agreed action areas for my direct reports
* Organize branch operations and audit meetings.
* Performance management and motivation of my direct reports
* Evaluate employees under my supervision and ensuring they meet their core tasks as spelled out in their performance contracts.
* Ensure branch allocations are adequate and within limits.
* Ensure that the managers check lists is strictly adhered to and any deviations are immediately rectified.
* Carry out any other tasks as assigned by my line manager
* Handling and resolving queries from both internal and external customers

**2008**:2009 **Savings Department - National Bank of Kenya, Kitui Branch**

Key Responsibilities:

* Account opening
* Monitor branch customer accounts to ensure adherence to Know Your Customer (KYC)
* Carry out branch custodial duties for all savings accounts documents and registry
* Supervise customer account status and inter branch online customer transaction approval
* Supervise customer account transfers, closure and weeding out of dormant accounts.
* Implement court orders and beneficiary disbursements
* Handle customer savings account queries

**2006**:2008 **- ATM Desk - National Bank of Kenya, Kitui Branch**

Key Responsibilities:

* In charge of the ATM desk and back up successor to the officer in charge of personal banking
* Branch custodian of ATM cards
* Ensure customer satisfaction by adhering to laid out ATM card turnaround time
* Handling queries and complaints relating to ATM cards

**Achievements**

* Part of a team that oversaw the ATM system change over

**OTHER RELEVANT EXPERIENCE**

Chief Teller - National Bank of Kenya, Harambee Branch

Trained Cashier/ Passing Clerk - National Bank of Kenya, Harambee Branch

Team leader in Branch outdoor marketing expeditions

**INTERESTS**

* Poetry
* Football

**REFERENCES**

Ms. Wanjiru Gikonyo

Branch manager Upper Hill TSC Branch

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