



## KATHERINE NABWIRE REBECCA

I am self-aware, open minded with a high degree of personal and professional integrity with over 10 years of banking experience. I am well versed with customer care, cash handling, cross selling and relationship management, payment processing, remittances and foreign Exchange trading, Money gram and western union, EFTs, transfers, KYC verification and screening, fraud detection, excellent knowledge of business flow processes and internal controls, anti Money laundering (AML), Compliance and Risk analysis.

I can work well under minimal supervision to meet organisation goals and objectives.

### WORK EXPERIENCE

#### MAMA AIDAH MEMORIAL NURSERY AND PRIMARY SCHOOL, KAMPALA UGANDA

##### OFFICE ADMINISTRATOR, Feb 2021-Aug 2023

- Assisted the the directors and the Finance Manager with operating and monitoring all school accounts and budgets, ensuring the safe receipt and handling of cash and the reconciliation of transactions.
- Completing administrative routines relating to orders, invoices, cheques, income, payroll and the receipt and distribution of goods and services.
- Establish and maintain good relationships with all students, parents/carers, colleagues, suppliers and contractors.
- Provide efficient finance and administration assistance to all teachers and non teaching staffs.
- I assisted in maintaining and updating information held on School Databases, in particular those relating to finance including recording expenditure and income, payroll information, accessing and producing reports for budget holders.
- Assisted in the preparation of statistics and management information with regard to board of directors ,

#### POSTBANK UGANDA LIMITED

##### RECONCILIATION OFFICER-OPERATION Feb 2018-Dec 2020

- Delivered timely reconciliation of ledger and accounts transactions.
- Prepared daily reports total mobile wallet balances and liquidity on user accounts.
- Monitored and attained all queries from customers, branches
- I decreased monthly aging time and cleared over 2m unreconciled backlog.
- Reconciled all Deletions against closed and top up accounts
- Reconciled the uploads to confirm that all payout amounts are accounted for.
- Reconcile daily repayments amendments.
- Investigated and reported on all suspense accounts.
- Reconciled the Changed amount status of all monthly installments
- Managed suspense accounts
- Multi-skilled official to relieve other officials within the department during prolonged periods of absence

##### CUSTOMER SERVICES OFFICER, Nov.2014 -Jan2017

- Delivered excellence in customer services.
- Processed the onboarding of new customers as per KYC due diligence policy
- I reduced customer complaints by 70% through proper businesses and escalated grievance resolution procedure.
- Processed customer cash deposits and withdrawals, cheques, transfers, bills and credit card payments, money orders, certified cheques and other related banking transactions
- Obtained and process information required for the provision of services, such as opening accounts and savings plans and purchasing custody
- Sold foreign currency and money orders, loans, fixed accounts, ATMS
- Answered enquiries and resolve problems or discrepancies concerning customers' accounts
- I used every opportunity to up sell and cross – sell bank products and services
- I Maintained high standards of housekeeping and presentation of front desk.

##### CASHIER OFFICER, Jan 2011 –Oct. 2014

- Performed timely cash withdrawals, checks and deposits transactions accurately within TAT
- Promoted bank products and services through Cross selling on a daily basis
- Worked on customers with smile and speed
- Maintaining confidentiality with all transactions
- Reconciled discrepancies in the cash drawer and managed till stocks.
- Calculate foreign currency exchange
- Electronically recording every transaction
- I Ensured compliance with banking regulations
- Processes return transactions
- I achieved my individual KPIs over the counter
- Verifying all checks for deposit
- I fully investigated overs and shortages before reporting.
- Verifying customer identification

### CONTACTS

- ❖ Phone  
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- ❖ Email  
**Knabwire30@gmail.com**
- ❖ Address  
**Abu Dhabi Electra street**
- ❖ Nationality  
**Ugandan**
- ❖ Visa status  
**Visit visa**
- ❖ Education  
Masters of Arts in Financial Services-Auditing-  
Makerere University-Uganda
- ❖ Industrial Certified Accounting(ICA)-India
- ❖ Bachelor of Commerce-Accounting-Bangalore  
University-India

### CORE SKILLS AND COMPETENCE

- ❖ Customer services management
- ❖ Client on boarding, kyc verification and due diligence
- ❖ Ms. Office(word and excel)
- ❖ Accounting and financial skills
- ❖ Managerial and leadership skills
- ❖ Liquidity and cash management
- ❖ Account reconciliation.
- ❖ Business processes ,internal control, audit risks, and compliance
- ❖ Business development/sales skills
- ❖ Strategic thinking and planning
- ❖ Good communication skills
- ❖ Analytical and attention to detail
- ❖ Strong problem solving ability
- ❖ High logical decision making
- ❖ Strong teamwork ethics.

### ACHIEVEMENTS

- ❖ Cleared over AED 2m unreconciled backlog
- ❖ Reduced customer complaints by 70% through proper business processes and escalated grievance resolution procedure.
- ❖ I achieved my KPIS and exceeded my target 500 cash transactions over the counter, making customers not to stand in the queue for long.
- ❖ Trained cashiers, customer service officers.
- ❖ Implemented a new cash handling procedure at the school that reduced end-of-day balancing errors by 99%.

### LANGUAGES

English:  
Spoken: Fluent  
Written: Fluent

