



# MICHEAL KALIBBALA

## OFFICE SUPERVISOR

✉ Kalibbalam16@gamil.com

📍 UAE, Dubai

📞 Phone: +971522859796

## ABOUT ME

Highly motivated and dedicated professional with a Bachelor's Degree in Business Administration and over four years of progressive experience in the financial services industry. Proven track record of excellence in customer service, teller operations, and supervisory roles at LM Exchange. Seeking to leverage my expertise in team leadership, operational efficiency, and customer satisfaction to contribute to the continued success and growth of the Organization. Committed to fostering a positive work environment, implementing effective processes, and ensuring exceptional service delivery.

## EDUCATION

- 2013- 2016, Bachelor of Business Administration
- Uganda Certificate of Advanced Education
- Uganda Certificate of Education

## LANGUAGES

- ENGLISH
- LUGANDA
- SWAHILI
- HINDI

## KNOWLEDGE, SKILLS & ABILITY

- Highly computer literate (MS Office software: Word, Excel, PowerPoint and Outlook)
- Basic Math Skills
- Interpersonal communication
- Ability to effectively manage time and prioritize work
- Strong conduct knowledge and understanding
- Professional telephone etiquette
- Excellent communication skills at all levels both verbally and in writing including excellent listening

## PROFESSIONAL EXPERIENCE

### SUPERVISOR

LM EXCHANGE - UAE (NOV 2022 - TILL DATE)

- To ensure the number of customers increase in the branch and maintain the existing.
- Interact with customers accordingly, for Know Your Customers (KYC) program
- Coordinating with the branch manager to improve the marketing skills of the surrounding area.
- Explain our services and products to customers
- Explore our competitors in the market around our branch and improve our services better
- Regular Performance and quality improvement of our service report

### TELLER

LM EXCHANGE - UAE (MARCH 2019 - NOV 2022)

- Followed up on customer's feedback for the quality of our service and reported areas for improvements.
- Introduced retention Programs for bonuses and incentives for come again and referral programs.
- Accepted checks, cash, and other forms of payment from customers.
- Answered all queries from customers about their accounts professionally.
- Prepared specialized types of funds, such as travelers checks savings bonds, and money orders.
- Ensured Cash reconciliation is done and balances carries at the opening and closing of Shifts

### CUSTOMER SERVICE EXECUTIVE

LM EXCHANGE - UAE (AUG 2018 - FEB 2019)

- Responded to customers' requests and reported any concerns in a timely and hospitable manner
- Ensured customers got the best services in the branch.
- Engaged with all Africans and other nationalities enticed them on the benefit of using us.
- Ensured files and all documents were properly arranged and availed reports to the manager regularly.

### REFERENCES

- Available upon request

THANK YOU