



ANNETTE OGEGA

PROFILE

A highly motivated and customer-focused professional with 3 years of experience as a teller in a bank and 4 years as an assistant accountant in a manufacturing industry. Specializing in cash and credit card transactions, customer service, and sales. Known for handling high-volume transactions in a fast-paced environment while delivering exceptional service.



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Al Khail-Dubai,UAE

LANGUAGE

- English

SKILLS

- Cash handling.
- Payment processing
- Customer service excellence
- High-volume transactions
- Cross-selling
- Problem solving & conflict resolution
- Attention to detail
- Fast-paced environment adaptability

COMPUTER SKILLS

- Accounting Software
- Banking Software
- Microsoft Office Suites.
(Excel,Word,PowerPoint)
- Basic Power Bi

WORK EXPERIENCE

Paramount Bank Limited

Nairobi-Kenya

Senior Banking Officer- (Aug 2021 to Aug 2024)

- Accurately handled deposits, withdrawals, and fund transfers ensuring timely service and customer satisfaction.
- Managed cash operations with precision, balanced cash drawers and reconciled discrepancies, maintaining 100% accuracy in cash handling.
- Ensured strict adherence to banking regulations and internal policies maintaining legal and organizational standards.
- Provided exceptional customer service, assisting clients with account inquiries and banking needs.
- Promoted and sold bank products, including credit cards and loans, consistently exceeding monthly sales targets.
- Demonstrated proficiency in using banking software and systems, ensuring smooth processing of transactions.
- Addressed customer concerns and resolved account issues promptly and professionally enhancing trust and loyalty.
- Maintained a positive and professional demeanor, creating a welcoming atmosphere for customers.
- On boarded and trained new staff, fostering teamwork and optimizing operations.
- Processed international money transfers and foreign exchange transactions through Western Union, Money Gram, and Forex services while ensuring compliance with financial regulations and providing exceptional customer service.

Masai Rolling Mills Limited

Nairobi-Kenya

Assistant Accountant - (June 2017 to July 2021)

- Expertly used Tally Accounting software for financial management, enhancing accuracy in book keeping and reporting.
- Conducted bank reconciliations for all organizational bank accounts, identifying and resolving discrepancies to ensure financial accuracy.
- Posted supplier invoices into tally, maintaining records of outstanding accounts payable to manage cash-flow effectively.
- Prepared payment vouchers with supporting documents, ensuring compliance and proper documentation for all transactions.
- Managed customer invoice postings and maintained sales summary reports to monitor monthly performances thereby facilitating decision-making.
- Posted customer payments and allocated receipts to relevant invoices, improving tracking of accounts receivable.
- Filed monthly VAT returns and submitted statutory deductions accurately and on time, ensuring compliance with tax regulations.

ACADEMIC EDUCATION

MASENO UNIVERSITY

Bachelor of Science-Actuarial Science
2011-2015

UNIVERSITY OF WOLLONGONG IN DUBAI

Masters of Business Administration
2024-2026

PROFESSIONAL QUALIFICATION

KASNEB

Certified Public Account (CPA Finalist)
2012-2024