



Abu Dhabi U.A.E.

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PROFILE

To be able to render my services in a company which would value my skills and contribution as a professional individual and to gain even more skills and maturity in the field where I can be at my best.

PERSONAL DETAILS

Nationality : Kenyan

Visa Status : Employment Visa

LANGUAGES

- English

PASSPORT DETAILS

Passport No : AK0683380

Date of Issue : 21 Jan 2020

Expire Date : 20 Jan 2030

EDUCATION

- May 2020 – July 2024:**
BCom Finance, KCA University
- Oct 2007 – Sept 2009:**
Advanced Diploma in Business Management, Marketing Option, The Kenya Institute of Management
- Feb 2002 – Oct 2005:**
KCSE, Ndururumo High School

ROSEMARY W. KINUTHIA

PROFESSIONAL BACKGROUND

Experienced and motivated cashier with vast experience working in a fast-paced retail and food service environment. Enthusiastic attitude with commitment to service as an honorable hardworking team member with a track record of contributing to team success. Strong mathematical skills, excellent customer service ability, great attention to detail, cash handling and POS system skills and maintaining high service standards.

WORK EXPERIENCE

Jan 2022 - Present

Euro Exim Bank Dubai

Position: Financial Advisor/Cashier

Key Achievements:

- Expert in financial planning, analysis, and consulting.
- Excellent track record of great service, performance, and professional reputation.
- Managed well-funded portfolios.
- Developed business acumen through training and education on market conditions and finance.

Responsibilities:

- Maintain compliance with all rules and regulations in the financial industry.
- Build and maintain long-term relationships with clients to ensure continuous trust and business.
- Assess clients' financial situations, needs, goals, and risk tolerance through meetings and discussions, assisting them in making informed decisions.
- Prepare and interpret financial documents, investment performance reports, and income projections for clients.
- Manage and regularly update clients' portfolios and receipt of payment through cheques.
- Review clients' bank and other accounts, analyzing financial data to understand if economic changes are necessary to meet financial goals.
- Build a client base while maintaining rapport and relationships throughout their financial journey.

Feb 2018 - Dec 2021

YYT Corporation Dubai

Position: Cashier

Key Achievements:

- Served as a cheerful and helpful cashier with excellent customer service
- Developed great mathematical acumen.

SKILLS

- **Financial and Accounting Skills:** Strong ability to review financial statements, prepare and control budgets, and ensure the quality and accuracy of financial data.
- **Organization and Planning:** Detail-oriented with strong organizational skills; able to prioritize and manage multiple tasks in a demanding environment.
- **Communication Skills:** Effective communication, both oral and written, with good presentation skills.
- **Interpersonal and Teamwork:** Strong ability to work with people from diverse backgrounds and cultures, fostering teamwork and building relationships.
- **Problem Solving and Decision Making:** Skilled in analyzing problems, evaluating alternatives, and making informed decisions.
- **Relationship Management:** Proven ability to build and retain strong client relationships.
- **Time Management:** Ability to prioritize work and manage time effectively.
- **Flexibility:** Adaptable to change, maintains composure under pressure, and transitions well in a dynamic work environment.
- **Customer Service:** Skilled in handling customer complaints and responding to inquiries with accurate and viable information.
- **Sales and Marketing:** Knowledge of products and services, with the ability to close sales while following company policies and procedures.

- Received the "Best Employer of the Year" award for excellent judgment, quick decision-making and problem-solving skills.

Responsibilities:

- Maintained, managed, and recorded day-to-day transactions.
- Handle cash and POS transactions.
- Worked well with other employees and listened carefully to instructions from my superiors.
- Accurately counted the money in drawers at the end of the shift.
- Perfumed financial transactions and reconciliations in a fast paced store environment.
- Developed strong customer relationship that resulted to repeat business.

July 2013 - May 2017

Kenya Women Microfinance Bank

Position: Head teller/cashier

Key Achievements:

- Promoted for excellent customer service.
- Maintained a positive working environment by resolving or escalating any unusual practices against bank policies.
- Led teams to meet set targets with accuracy and adherence to deadlines.

Responsibilities:

- Organized and equipped workstations to complete tasks quickly and accurately.
- Ensured safety measures by maintaining minimum teller cash levels.
- Approved cash withdrawals and overrides of authorization limits.
- Guided teller staff on complex transactions.
- Ensured teller compliance with audit, bank, and regulatory policies.
- Ensured outstanding customer service from tellers.
- Trained tellers in customer service, operations, and transaction processing.
- Created an exceptional experience for every customer during teller transactions.

OTHER POSITIONS HELD

- **May 2011 - Jun 2013:** Business Development Officer / Bank Teller at Kenya Women Microfinance Bank
- **Feb 2010 - Apr 2011:** Lead Generator (Sales and Marketing) at Absa Bank

DECLARATION

I hereby certify that the above information is true and correct according to the best of my knowledge & experience. If selected, I assure that I would perform to the best of my abilities, early awaiting a Positive response.