

# Flossie Nkatha

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## Profile Summary

Experienced former bank cashier with a strong track record in exceptional customer service and precise financial transactions. Seeking a cashier role at Choithrams to apply expertise in cash handling, customer service, and attention to detail, aiming to ensure seamless checkout operations and contribute to team success. Proficient in direct and indirect customer service, POS system operation, suggestive selling, and accurate transaction processing.

## Education

**(MSC)** in Banking and Finance, Middlesex University Dubai **[Present]**

**(BA)** in Economics and Statistics, Kenyatta University **[2013]**

## Work Experience

**SBM Bank | Nairobi, Kenya**

**Aug 2018 – Dec 2023**

### Teller and Customer Service Representative

**Provided** direct customer service by assisting customers with banking transactions and inquiries, ensuring a positive customer experience.

**Handled** cash transactions, processed deposits and withdrawals accurately, and balanced cash drawers at the end of each shift.

**Maintained** confidentiality and adhered to banking regulations and procedures in all transactions to ensure compliance and security.

**Developed** and maintained strong customer relationships with over five hundred internal and external bank clients.

Successfully **resolved** on average over 50 customer complaints independently, maintaining a high level of customer satisfaction and preventing escalations.

**Implemented** time-saving strategies, reducing average transaction time to 5 minutes, resulting in improved overall branch efficiency.

**Collaborated** with various bank departments for client needs, that is, Treasury, Credit, Legal, Business development, Operations, IT, Debt recovery among others.

**Chase bank | Nairobi, Kenya**

**Jan 2015 – Aug 2018**

### Client Relationship Officer (Elite Sales Officer)

**Ensured** customers met the bank's lending criteria, resulting in a portfolio with less than a 5% default rate, showcasing effective risk management practices.

Ensured stringent **adherence** to all banking and financial regulations, meticulously following the bank's established policies and procedures.

**Conducted** seminars to educate customers on various banking products and services, covering essential topics such as interest rates, fees, lending practices, and terms and conditions.

Consistently **achieved** results surpassing 100% in sales targets, encompassing a diverse range of financial products (loans, credit cards, savings and current accounts, investment products) tailored for both High Net Worth Individuals (HNI) and Corporate customers.

Successfully **created** and maintained a robust, enduring client portfolio, overseeing a customer base exceeding 5,000. Emphasized the importance of customer retention and actively sought cross-selling opportunities.

**Demonstrated** top-tier performance, provided comprehensive training and mentorship to approximately thirty team members, contributing to the team's overall success.

## Skills

Cash handling

Customer Service Excellence

Attention to detail

Communication skills

Mathematical proficiency

Teamwork

IT skills

POS system operation

Adaptability