

CURRICULUM VITAE

1. GENERAL

NAME: IRENE AKINYI OUMA
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NATIONALITY: KENYAN
GENDER: FEMALE

2. PRIMARY EDUCATION

1985-1993: LAVINGTON PRIMARY SCHOOL, NAIROBI
K.C.P.E. IN 1993
SCORE: 450

3. SECONDARY EDUCATION

1994-1997: MUSLIM GIRLS SECONDARY SCHOOL, NAIROBI
KCSE IN 1997
SCORE: B (PLAIN)

4. UNIVERSITY EDUCATION

1999- 2003: KENYATTA UNIVERSITY, NAIROBI
BACHELOR OF ARTS DEGREE IN SOCIOLOGY (MAJOR), ENGLISH (MINOR) AND LITERATURE
FIRST CLASS HONORS

5. WORK EXPERIENCE.

STANDARD CHARTERED BANK Nairobi, Kenya.....July 2005- July 2017

Mail and distribution Operations Assistant (2005-2006)

- Managed the distribution of both internal and external mail.
- Made airway bills for DHL external mail.
- Balanced the monthly invoice from the DHL offices within the expected turn around time.
- Maintained a daily journal of expenditure on postage within the country i.e. both registered and normal mail.

Validation Operations Assistant (2006-2009)

- Managed the daily processing of cheques that were overdrawing customers' accounts.
- Did customer call back to determine authenticity of checks issued.
- Daily verification of transactions that were manually posted.
- Ensured the quarterly archival of all paper documents.
- Captured signatures for all bank staff and kept an up to date database.
- Handled customer queries and solved complaints within the day.

MICR Operations Assistant (2009-2011)

- Data entry of all (countrywide) incoming and outgoing cheques and cheque deposits.
- Manual posting of in house transactions.
- Detecting fraudulent items and alerting the responsible persons.
- Balancing of items that have been posted.
- Taking part in DRP (Disaster Recovery Program) testing.

Trade Services Operations Assistant (2011-2017)
GUARANTEES AND COLLECTIONS DESK

- I ensured all trade transactions are accurately processed/input in accordance with the customers' instructions and according to the bank's operational instructions to protect both the customer's and Bank's interest. Ensured customer satisfaction, zero errors, no customer complaints, no duplication of payments etc
- I ensured that all transactions are finalized in a timely manner and within the agreed service standards defined by the Bank for a particular customer and product.
- I kept accurate and complete records/files for all transactions as per policy
- I investigated relevant items pertaining to Trade Finance e.g. NOSTRO, Liability and Revenue Accounts and took appropriate corrective action and escalated problems
- I provided efficient customer service and responded promptly and with a helpful attitude to enquiries or requests for advice relative to new or outstanding transactions.
- I participated in BCP/DRP Testing to ensure functionality at all times
- I ensured AML and Sanctions guidelines and policies are adhered to and that Suspicious Transactions are detected and reported.
- I remained alert to the risk of money laundering and assisted in the Bank's efforts in combating it by adhering to the key principles in relation to: identifying your customer, knowing your customer, reporting suspicions, safeguarding records and not disclosing suspicions to customers.
- I reviewed guarantee formats to ensure that the formats are legally sound and good to issue.
- Kept up to date reports and checked on any collections due for payment and for discharge.

6. ADDITIONAL INFORMATION.

HOBBIES: READING, RESEARCH AND SOCIOLOGY.

7. REFEREES

Archie Orao,
Operations Assistant,
Standard Chartered Bank,
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Nairobi, Kenya.
Tel: 0728393046
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Former Shift manager- Validation,
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