

JANE MURUGI MUTEGI

Banking Professional | Customer Service Excellence | Financial Operations 😊

P O Box 481
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Chuka, Kenya
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PROFESSIONAL SUMMARY: Dedicated banking professional with over 10 years of progressive experience in financial services, customer relationship management, and front-line banking operations. Proven expertise in cash handling, transaction processing, and compliance with banking regulations. Strong track record of maintaining 100% accuracy in financial transactions while delivering exceptional customer service. Skilled in CRM systems, banking software, and regulatory compliance procedures.

CORE COMPETENCIES:

Banking Operations

- Cash handling and transaction processing
- Account verification and authorization procedures
- Banking regulations and compliance adherence
- Financial data protection and security protocols
- Audit support and documentation
- and service standards compliance

Customer Service

- Multi-channel customer support (in-person, phone, email)
 - Customer complaint resolution and service recovery
- Relationship building and client retention
- Professional communication and interpersonal skills

Technical Skills

- MS Office Suite (Word, Excel, PowerPoint, Outlook)
- Banking software and CRM systems
- Database management and record keeping
- Call center software and ticketing systems

Business Development

Upselling and cross-selling techniques
Sales target achievement and client acquisition
Market analysis and customer needs assessment
Policy compliance and regulatory adherence

SKILLS

Computer literate in Office Suite

Leadership Skills

Driving Skills

Digital marketing Skills

Interpersonal

Communication skills

Negotiation skills

AWARDS

Amazon Web Services (AWS) Restart program in Kenya 2023 awarded me a gold badge for being all round best performer holistically in the program.

LANGUAGES

English (Native/Fluent - Written and Spoken)
Swahili (Fluent)
Kimeru (Native)

REFERENCES

Mr.Felix Bundi
Branch Manager
Meru NCBA Branch
P O BOX 44599, 00100
Nairobi, Kenya

RELEVANT BANKING EXPERIENCE

NCBA Bank - Business Development Officer

March 2020 - August 2022

- Managed client relationships and maintained detailed customer records in CRM system
- Achieved business growth targets through strategic customer engagement and asset financing
- Provided phone support for collections and repayment plan negotiations
- Trained dealerships and branches on new product developments and market updates
- Maintained strong relationships with customers, dealerships, and colleagues

NCBA Bank - Customer Experience Officer

October 2019 - February 2020

- Handled customer complaints and service inquiries with professional resolution
- Built positive relationships with local businesses and community groups
- Assessed service quality and identified performance improvement opportunities
- Implemented customer feedback systems to enhance service delivery

NCBA Bank - Prime Teller & Customer Service

March 2017 - September 2019

- Provided front-line customer service and transaction authorization
- Maintained 100% accuracy in cash handling and account verification procedures
- Adhered to strict financial and customer data protection guidelines
- Participated in continuous training programs on banking technologies
- Assisted auditors with information gathering and compliance verification

NCBA Bank - Operations Assistant & Customer Care

December 2014 - March 2017

- Served as primary customer contact for branch-level inquiries and support
- Managed database updates and customer information maintenance
- Provided clerical and administrative support to associated departments
- Connected with professionals across multiple locations for coordinated service delivery

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NCBA Bank - Sales & Customer Service Representative

June 2012 - December 2014

- Delivered exceptional customer service through adaptable communication approaches
- Promoted bank products effectively and maintained comprehensive record keeping
- Consistently exceeded customer expectations through proactive service delivery

EDUCATION

*Max Business School, Online — digital marketing skills

MAY 2023-PRESENT

Learning to :

- Building a professional website
- Basics of search engine optimization
- Set up and analyze google analytics
- Email marketing
- Basics of setting up social media accounts and how to use them properly

*Kenya Methodist University (Kemu), Meru — Master Degree

JANUARY 2017-NOVEMBER 2022

I completed my Master degree in Business Administration,
Strategic Management Option

*Kenya Institute of Management (KIM), Meru — *Post Graduate Diploma*

JANUARY 2015-SEPTEMBER 2016

I completed my Diploma in Management, Business Management
Option

*The University Of Nairobi, Nairobi — Bachelor *Degree*

OCTOBER 2006-DECEMBER 2010

- Bachelor of Arts Graduate
- Majored in Communication and Sociology
- Managed a 2nd Class Honours Lower Division

*Chuka Girls High School, Chuka — Secondary Certificate

MARCH 2003-NOVEMBER 2004

- B+ Academic Achievement Award
- Compound prefect award

*Muthambi Girls High School, Chuka — Secondary Certificate

JANUARY 1999-NOVEMBER 2002

- C- Academic Achievement Award
- Compound prefect award

*Rev. Ikingi Boarding Primary School, Chuka — Primary Certificate

JANUARY 1995-NOVEMBER 2002

- 460/700 Marks and awarded Kenya Certificate of Primary Education Academic Achievement Award

ADDITIONAL QUALIFICATIONS

Certifications & Training

- Amazon Web Services (AWS) Restart Program - Gold Badge Award (2023)
- Digital Marketing and SEO Optimization
- Customer Relationship Management (CRM) Systems
- Quality Assurance and Compliance Procedures
- Data Protection and Privacy Regulations

Key Achievements

- ❖ Consistently exceeded customer satisfaction targets across multiple banking roles
- ❖ Successfully managed customer portfolios worth millions in asset financing
- ❖ Maintained 100% accuracy in financial transactions and compliance audits
- ❖ Trained multiple teams on customer service excellence and product knowledge
- ❖ Awarded leadership roles in academic institutions for organizational excellence

