

Ceilidh Garrido

Contact

Address:

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Portugal

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Additional Skills

Technical Skills:

- Analyzing production problems.
- SQL query performance.
- Database management.
- System deployment.
- Disaster Recovery testing.

Soft Skills:

- Problem-solving.
- Time Management.
- Adaptability.
- Customer service.
- Dependability.
- Ability to work under pressure.
- Active listening.

Professional Summary

As a dedicated and ambitious professional, I recently relocated to Portugal from South Africa and bring a passion for the banking industry. Currently serving as a Production Support Analyst at Rand Merchant Bank, in South Africa. I have honed my communication skills while effectively collaborating with diverse teams. I take pride in my work, consistently delivering high-quality results. My reputation as a fast learner, coupled with a relentless pursuit of knowledge, ensures I am always prepared to take on new challenges and contribute to the success of my team and organization

Work Experience

05/2018 - Current

RMB Corporate Banking, Johannesburg, South Africa

Production Support Analyst

- Collaborated with FNB Forex on backend applications and issue resolution.
- Raised production bugs, worked with IT teams to implement fixes and conducted system testing.
- Performed daily system checks and monitoring, ensuring minimal downtime.
- Gained expertise in system behavior, changes and defect resolution.
- Developed long-lasting relationships with vendors, customers and staff through excellent service and regular communication.

08/2015 - 05/2018

First National Bank, Johannesburg, South Africa

Foreign Exchange Control Consultant

- Vetting clients Foreign Payments loaded on Online Banking, ensuring compliance.
- Advised clients and obtained required documentation for foreign payments.
- Assisted with SARB applications and monitored clients SDA limits.
- Developed expertise in international payment regulations.
- Thrived in fast-paced environment with energy and enthusiasm.

08/2012 - 07/2015

First National Bank, Johannesburg, South Africa

Foreign Exchange Travel Consultant

- Managed Forex transactions for branches and individuals/corporate clients.
- Handled Forex orders, cash passport cards and travel card stock.
- Built strong client relationships and provided exceptional customer service.
- Gained comprehensive knowledge of Forex products and services.
- Ensured high-lever service by going above and beyond to achieve clients needs and resolve issues.

Education

2021 - 2022

CTU Training Solutions, Johannesburg, South Africa

NQF Level 5 in Information Technology: Systems Development

Successfully achieved competence against SAQA registered qualification:
Information Technology - Systems Development

The Hill High School, Johannesburg, South Africa

Matric

- English Home Language: 74%
- Afrikaans First Additional Language: 54%
- Mathematical Literacy: 75%
- Life Orientation: 64%
- Accounting: 42%
- Business Studies: 50%
- Computer Applications Technology: 63%

Languages

English — Native Speaker

References

Available upon request.