

# Fae Wanjuki Nyaga

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## Personal Profile

I am a top producing, seasoned professional offering over 11 years of experience, having worked in different positions and previously worked as an Asset Custodian at Stanbic Bank. I am experienced in overseeing and motivating customer service teams to improve business performance. Extensive experience in managing banking operations about the opening of current, savings, and investment accounts for the personal and business markets. I am dedicated to bettering the customer experience with reliable product education, timely assistance, helpful feedback, and respectful conflict management response. I am a motivated team player who excels at collaborating with other team members to solve issues, devise creative solutions, and ensure smooth sailing. I aim to obtain a position in a driven environment where I can add value by bringing my experience, skills, and strong dedication and responsibility.

Also a dedicated and detail oriented virtual assistant with expertise in helping clients with their administrative needs. capable of processing emails, setting up appointments, organizing calendars, and carrying out research. attempting to use my knowledge and experience to help a forward-thinking company succeed and operate more efficiently.

### Skills:

- adept with the Word, Excel, PowerPoint, and Outlook software suite
- accustomed to using Google Workspace, which includes Gmail, Calendar, Documents, Sheets, and Slides
- Outstanding writing and verbal communication skills; strong organizational and time-management capabilities
- the capacity to work autonomously and efficiently prioritize tasks
- precision and meticulous attention to detail
- familiarity with CRM platform (such as Salesforce)

## Education

Ongoing

**Bachelor of Arts in Economics and Business**

UNICAF University

2003 - 2006

**Kenya Certificate of Secondary Education**

Masai Group of Schools

## Professional Qualifications

- **2010:** Advanced Diploma in Business Management; Inoorero University.
- **2009:** Certificate in Computer Applications; Riccatti Business College of East Africa.
- **2009:** Diploma in Business Management; Kenya School of Professional Studies.
- **2008:** Certificate in Banking and Financial Services; Kenya School of Monetary Studies.

## Skills

- **Business Development skills:** I am experienced in supporting, maintaining, and growing business contacts with both existing and potential clients. I have a strong ability to coordinate and oversee the development of income-generating services by Identifying, exploring, and developing appropriate new business opportunities in both product development, income-generating, and service provision areas.
- **Financial Skills:** Strong ability to review financial statements and data, prepare and control operational budgets. Experience of final responsibility for the quality and content of all financial data.
- **Organization and Planning:** I have the ability to plan operation goals in alignment with the company' s mission and objectives. Ensure all company financial transactions adhere to company and appropriate organizational policies.
- **Problem Solving and Decision Making:** I am able to analyze and define a problem, evaluate alternatives, find a solution; and understand how and when to make a choice
- **Communication skills:** Excellent communication skills with the ability to relate with all the staff working in the department and take time to listen to staff inquiries and complaints, identify their needs and work through any issues that might be challenging.
- **Teamwork Skills:** Proven track record of building teams and fostering collaboration to achieve goals, meet milestones and produce high-quality deliverables. Track record of a strong commitment to sharing knowledge, documenting experiences, and supporting creative initiatives.
- **Relationship Management:** I am a proven relationship builder with excellent interpersonal skills and I am able to nurture and retain strong relationships with existing and new customers.
- **Planning and Organizing:** Ability to identify and prioritize activities and assignments, make necessary adjustments as required.
- **Team Working Skills:** Ability to work with a team of other colleges ensuring that a good rapport is created.
- **Computer Skills:** Proficient in word processing programs Ms. Word, Spreadsheets Ms.

## Work Experience

**May 2023 to Jan 2024**     **Stanbic Bank**

**Position:** Asset Custodian

**Key Achievements:**

- Control treasury cash, blank forms, safe custody items and duplicate keys. Assess and understand the risks associated with the control and changes in the custody of assets and maintain an effective system of controls in order to reduce the overall exposure and thereby minimize risk. Maintain a high level of integrity and ethical standards.

**Responsibilities:**

custodianship

- Ensure that laid-down instructions for the handling and movement of treasury cash to and from tellers, and vault are adhered to.
- Ensure that current stock of blank forms received is recorded and signed for according to laid-down procedures.
- Ensure that record keeping is carried out according to laid-down instructions for treasury cash, blank forms and safe custody items.
- Ensure that all Irregular Items have been action-ed before the end of the day.
- Ensure the high 5 process is adhered to.
- Ensure surprise checks are carried out monthly.

**Dec 2016 to May 2023**     **Stanbic Bank**

**Position:** Account Support Officer

**Key Achievements:**

- Ensure that targets are met.

**Responsibilities:**

- Control all routine aspects relating to the opening of current, savings and investment accounts for the personal and business markets according to laid-down instructions.
- Control account holder record cards according to laid-down procedures.
- Process accounts transferred in from another branch or opened on behalf of other

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branches according to laid-down instructions.

- Attend to all routine aspects of investment accounts e.g., Amendments, rollovers, and closing of accounts according to laid-down instructions
- Initiate investment account fund transfers and withdrawals and refer to supervisor for authorization.
- Process account transfer instructions according to laid-down instructions.
- Amend account details as instructed, according to laid-down instructions.
- Prepare new mandates, where necessary, and forward updated specimen signatures to OPC.
- Attend to first-time customer registrations as per laid down procedure.
- Action and capture requests for Limits increase/decrease, the password' s reset,
- De-registrations and forgotten User names
- Identify cross-selling and migration opportunities and sell products/services reactively.
- Issue Visa Cards and bank cheques when required or necessary.

**Mar 2012 to Dec 2016**

**Stanbic Bank**

**Position:** Customer Service Consultant (Personal and Business Banking Department)

**Key Achievements:**

- Know Your Customer (KYC) Compliance for both Legacy and New Accounts at 98%.
- Ensure that the Net Operational Losses are contained within 1% of Gross Income.
- Ensure Zero Overdue Audit Action Items Over 30 Days.
- Achieve leave utilization of 100%.
- Ensure Limited destruction and 100% collections of bank instruments.
- Daily average transactions of 50.

**Responsibilities:**

- Attend to customers promptly and migrate clients to a more appropriate, cost-effective channel.
- Proactively Cross-sell products and services in line with sales targets given.
- Initiate steps to resolve problems affecting customer service timeously.
- Refer queries that cannot be resolved within the Customer Problem Resolution time frame to the appropriate department.
- Ensure high 5 processes are adhered to at all times.
- Ensure that checkbooks, ATMs Credit cards, etc are sufficiently safeguarded against

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unnecessary and preventable loss.

- Ensure that all the required controls are in place to minimize the risks associated with the handling of collect statements and confidential customer information checkbooks and transaction cards according to laid-down procedures.
- Ensure that the mandatory compliance training is completed in full.
- Ensure daily reconciliation of bank instruments.
- Responsible for the implementation and adoption (within branch, department, or section) of all compliance, anti-money laundering, and sanctions-related requirements contained in policies, procedures, and processes.

**Jun 2011 - Feb 2012 Stanbic Bank**

**Position:** Officer Archives (Operations Department)

**Key Achievements:**

- Deliver professional archival management services by the laid down procedures and consistent with best practice.

**Responsibilities:**

- Managed the receipt of hard copy customer account opening and maintenance instructions, teller batches, CIMs payments instructions and unsecured loan applications from branches as per the documented process.
- Acted as an intermediary between G4S SDS and other business units facilitating the transfer of documents due for archiving from the bank to G4S Secure Data Systems. Have continuous engagements with all units archiving to G4S SDS to ensure they are aware of and adhere to G4S SDS' and the bank' s archiving requirements.
- Maintained proper records of document movement schedules, retrieval/refile requests and work orders, transmittal forms, transfer forms, and any other proof of document hand-over to ensure fast and efficient tracking of document location and query resolution.
- Performed the conversion of hard copy account opening and maintenance instructions into electronic form (Scanning, Indexing, and Quality Checks) as per the laid down process.
- Reconciled customer records created on the core banking system, physical files received for archiving, electronic files indexed in DSX and physical files sent to G4S SDS to give assurance that all customer records created have documentation held both in electronic and physical form.
- Ensured customer account opening files, instructions, teller batches, and unsecured loan applications are correctly and clearly labeled as per laid down guidelines to ensure

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proper data entry at G4S Secure Data Systems (G4S SDS).

- Provided assurance of correct data entry at G4S SDS for all records archived from AOS by reviewing transmittal forms against records of archived documents.
- Monitored service delivery by the various vendors (G4S Secure Data Systems and Verve K.O) and escalate any breaches to the team leader for remediation.
- Identified continuous improvement opportunities to enhance controls and efficiency in the document management processes of the bank.
- Ensured safety of documents held within the internal archiving space before hand-over to G4S SDS by controlling/overseeing access to the document storage room.
- Maintained proper records of all service requests made to G4S SDS by the various units within the bank to facilitate invoice validation and charge splitting.
- Supported archives/record-keeping projects and tasks, and deliver results that consistently meet high standards of quality and within stipulated timelines.

### Other Positions Held

- **Jul 2010 - Jun 2011:** Attaché at Ministry of Finance (Public Financial Management Reforms Secretariat).

### Additional Information

#### Awards

- 2017: Beyond Excellence in Customer Service.
- 2008: Certificate of Merit: Banking Students Association
- 2007: Certificate of Attendance in ICT

#### Training and Workshop

- Teller induction
- Digital

#### Seminars and Conferences

- In pursuit of excellence

#### Hobbies and Interests

- Traveling, Movies, Networking, Dancing, and Swimming

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### Referees

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