

CHARLES MUIA MUTUA
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PERSONAL DETAILS

Date of Birth: 26th Sep, 1986
Nationality: Kenyan
Marital Status: Single
Religion: Christian

CAREER OBJECTIVE

To be part of a reputed organization which provides a steady career growth alongside job satisfaction, challenges and give value contribution in the success of organization.

KEY SKILLS AND ACHIEVEMENTS/AWARDS

✓ **Skills**

Self-Confidence: A good decision maker, confront and deal with problems proactively.

Emotional Maturity: I deal constructively with criticism.

Energetic and Enthusiastic: Deliver results and passionate about my Job.

Achievement and motivation: Motivated by the need to achieve results, have positive attitude, have the will to succeed, and always conclude goals that I have embarked on.

Analytical: Ability to recognize underlying problems, evaluate options and address the cause rather than the symptom.

✓ **Achievements**

- ✓ Awarded a 'Strong' rating in the 2014 performance rating (Barclays PD Ratings)
- ✓ Awarded a 'Strong' rating in the 2015 performance rating (Barclays PD Ratings)
- ✓ Appointed as 'Ag. Retail Support/Compliance Officer' (Barclays – Meru)

WORK EXPERIENCE

25th August, 2016 to date: **Barclays Bank of Kenya**

2nd Custodian (Assistant Head Cashier)-Vault & ATMS Cash, Bulk Stock Controlled Stationery

Assigned duties and responsibilities

- ✓ Responsible for managing the vault (strong room) and all cash supplies on the tills as well as cash sort and repatriation
- ✓ Monitor cash levels held by the cashiers and in the vault throughout the day to ensure that both elements are within limits
- ✓ Assist with daily reconciliation of branch total cash, immediately escalate all cash issues directly to the operations officer in accordance with current bank procedures
- ✓ Ensure cash is packaged correctly by front-line cashiers
- ✓ Recommend re-order levels of cash to the operations officer as need arises both from the branch and other branches
- ✓ Restocking the ATM cash supply. Sorting cash for the ATM to ensure that it is clean cash. Repatriate any unusable cash to the cash supplier. (C.M.U & C.B.K)
- ✓ Calling the external maintenance company for mechanical failure and administration with minimum disruption to ATM uptime.
- ✓ Reconciliation of ATM Cash daily
- ✓ Responsible for ATM uptime and repairing small faults before reporting to the ATM maintenance company.

- ✓ Resolving queries escalated by the cashiers and inquiries advisors
- ✓ Conducting snap checks as assigned

16th July, 2015 to 24th August, 2016: **Barclays Bank of Kenya**
Bulk Cashier/Customer Service Advisor

Assigned duties and responsibilities;

- ✓ Corporate Service Cashier
- ✓ Dispensing and receiving bulk physical cash
- ✓ All other duties and responsibilities performed by a customer service advisor as mentioned below.

29th June, 2015 to 15th July, 2015: **Barclays Bank of Kenya**
Acting Retail Support/Compliance Officer

Assigned duties and responsibilities;

- ✓ Checking and authorizing all transactions above cashier transaction limits both physical and electronic transaction
- ✓ Hold keys for safe custody boxes to act as second custodian when customers deposit or retrieve items, together with the operations officer. Receive or release safe custody items to customers as required.
- ✓ Processing/Sybrin of all Loan and CASA applications

1st October, 2014 to 27th June, 2015: **Barclays Bank of Kenya**
2nd Custodian-Vault & ATMS Cash, Bulk Stock Controlled Stationery

Assigned duties and responsibilities;

- ✓ As above

4th Nov, 2013 to 30th Sep, 2014: **Barclays Bank of Kenya**
Customer Service Advisor-Cashier

Assigned duties and responsibilities;

- ✓ Dispense and receive physical cash, cheques, travellers cheques, drafts and other financial instruments over the counter walk-in primarily banking customers
- ✓ Capturing all transactions on the banks system and ensuring that all transactions are properly authorized before processing
- ✓ Carefully counting all cash received or dispensed to ensure that errors are avoided
- ✓ Assisting customers to correctly complete transaction documentation such as deposit or withdrawal slips to ensure accuracy and completeness of these documents
- ✓ Identification of sales leads through reviewing income levels on customer statements, questioning customers when they mention specific needs, and referring any new leads to customer advisors.
- ✓ Reconciliation of own till cash at the beginning and end of each day, as well as when cash is restocked or repatriated during the day.
- ✓ Conducting snap checks as assigned by the operations officer from time to time.

19th March, 2014 to Date: **Barclays Bank of Kenya**
Records Management Champion

Assigned duties and responsibilities;

- ✓ Maintain a records management file
- ✓ Provide support and feedback to information risk manager (IRM) on business units RM requirements.
- ✓ Liaise with the IRM to ensure adherence to the records management framework within the unit.
- ✓ Identify cases of exception, for extension/dispensation and report these to business/function head and IRM.
- ✓ Provide support and guidance on retention schedule is updated at least annually.
- ✓ Ensure that any new category of records is suitably classified as per RM framework, and Highlighted to IRM for inclusion in the record retention schedule.
- ✓ Maintain and update the business list of records (BLOR) and the index of Records for the business unit on at least annually
- ✓ Conduct review of records at least annually, to obtain reasonable assurance that records are being retained as per the approved record retention schedule and that classification, storage and handling conditions are appropriate.
- ✓ Ensure access to the records within the unit is controlled and through designated staff only.
- ✓ Provide appropriate training and guidance to the team on the records management policies and procedures and associated guidelines and practices, especially regarding the filing of records such as paper and electronic files/ records onto specific team requirements.
- ✓ Ensure clear desk framework is followed by team members of the respective business unit.
- ✓ Communicate to IT any specific or extended retention requirements for electronic data/records.
- ✓ Oversee housekeeping of shared folders/drives owned by the business unit. Conduct snap checks at least quarterly to ensure ongoing adherence to record management framework and procedures.
- ✓ Ensure destruction processes are tested half yearly and physically exercised for relevant and non-relevant records to ensure that records are destroyed on expiry of the retention period and documentation held for all destroyed records.
- ✓ Maintain consolidated record of all communication on disposal hold for immediate reference.
- ✓ Document records retrieved in original form and ensure that these are properly returned to archival storage within the stipulated timelines.
- ✓ In co-operation with local legal and compliance functions, manage operational disposal holds i.e. take adequate care of records that may be required to impose a disposal hold.

March 2012 to 31st Oct, 2013: **Kenya Debt Relief Network (KENDREN)**

Finance & Administration Officer

Assigned duties and responsibilities;

- ✓ Receive departmental budgets and consolidate them into organizational budget
- ✓ Manage project contracts and monitor deadlines
- ✓ Monitor departmental and project budgets to ensure compliance
- ✓ Coordinate donor reports and submissions
- ✓ Prepare financial statements/reports for the organization
- ✓ Coordinate the audit process
- ✓ Update and maintain organizational policies and procedures manuals (approved by the Board)
- ✓ Keep and maintain all personnel files and records
- ✓ Administer and maintain payroll
- ✓ Assist in salary reviews and recommendations
- ✓ Plan for all procurements and disposal of obsolete assets
- ✓ Maintenance of the assets register
- ✓ Conduct annual appraisals for all subordinates
- ✓ Ensure the smooth running of the day to day running of the organization.

October 2011- Feb 2012: **Family Bank Ltd**

Direct Sales Representative

Assigned duties and responsibilities:

- ✓ Delivery of agreed targets

- ✓ Extensively Marketing and promoting the company's products and services to potential customers
- ✓ Assist in organizing promotion events; provide excellent customer service to existing and potential customers
- ✓ Cross selling Bank's products/Services to existing customers and meeting sales targets
- ✓ Any other duties that maybe assigned from time to time.

OTHER WORKING EXPERIENCES:

May 2011- July 2011: **Ministry of East African Community (MEAC)**

Intern-(Data entry/analysis, reports preparation, policy and Economic Analysis)

July 2009-July 2011: **Economic Students Organization (ECOSA)-(U.O.N)**

Accountant- (financial reporting, budget preparation, financial advisory etc.)

ACADEMIC, PROFESSIONAL QUALIFICATION & SPECIALIZED TRAINING

1. *Academic*

PERIOD	INSTITUTION	COURSE & AWARD/GRADE OBTAINED
Oct 2007- June 2011	University of Nairobi	B.A-Economics (Major) & Sociology (Minor) Second Class Honors, Upper Division
Feb 2002-Nov 2005	Oloitokitok Sec. Sch.	K.C.S.E A-(Minus)
1994-Dec 2001	A.I.C Pry. Sch.	K.C.P.E 362/500 Marks

2. *Professional*

COURSE	PART	SECTION
Certified Public Accountant (CPA)	Part 2	(Sec 3 & Sec 4)
Certified Public Accountant (CPA)	Part 1	(Sec 1 & Sec 2)

3. *Specialized Training*

Barclays on Job Trainings

Area Of Learning	Description
Barclays Policies and Procedures	Learnt best practices
Custodian/Cashiering	Class Training and on job training
Barclays Organizational Culture/Values	Lives and practices Barclays Values of Respect, Integrity, Service and Stewardship.
Learning Management System	Completed all assigned courses; Core ones include; Anti Money Laundering and Fraud(AML), Information Risk Management, Fighting Financial Crimes, Global Risk Management Framework, Treating Customers Fairly (TCF Principles) etc

COMPUTER SKILLS

PERIOD	INSTITUTION	AWARD
June 2007	Kili Computer Centre	Certificate in Computer Packages; <i>Ms Word, Ms Access, Ms Excel,</i> <i>Ms PowerPoint, Ms Dos,</i> <i>Ms Windows & Introduction To Computers</i>

HOBBIES

- ✓ Meeting new people
- ✓ Reading books
- ✓ Travelling
- ✓ Swimming

REFEREES

1. Bernard Maina,
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2. Anthony Moturi Orwochi
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3. Samwel Irungu King'ori
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