

CURRICULUM VITAE

PERSONAL DETAILS

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SEX	MALE
D.O.B	16 TH August 1990
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EDUCATION DETAILS/AWARDS

AWARD	GRADE	INSTITUTION	PERIOD
Bachelors of Arts in Development economics	2 ND CLASS	MAKERERE UNIVERSITY	2010-2013
Uganda Advanced Certificate of Education	25/25 POINTS AAAA2	JINJA COLLEGE	2008-2009
Uganda Certificate of Education	Aggr 17/10 Division 1	NAMILYANGO COLLEGE	2004-2007
Primary leaving certificate	Aggr 5/4 Division 1	Namilyango junior boys school	2003

WORK EXPERIENCE

ORGANISATION	POSITION	DURATION	YEAR
DFCU bank	Personal banker	22 months	Feb 2020 – Nov 2021
DFCU bank	Retail sales officer	8 months	June 2019 – Jan 2021
DFCU bank	Banking officer - teller	27 months	Mar 2017- May 2019
Crane Bank	Banking Assistant	3 years 3 months	Jan 2014 – Mar 2017
Printicess investment Limited	Sales Officer	3 years	2010 - 2013
Red Cross Uganda	Intern	3 months	2012

SKILLS

- A proficient speaker in English, Luganda and Lusoga languages.
- Knowledge Microsoft office applications (word, teams, excel, PowerPoint)
- Public speaking and presentations.
- Registered Moto vehicle driver.
- Able to work remotely from home and off desk field assignments.

REFERENCES

1	MR PETER WANDERA, TRANSPARENCY INTERNATIONAL 0772504631 pwandera@tiuganda.com
2	PATRICIA RUJUMBA, DFCU BANK 0772454026 prujumba@dfcugroup.com
3	KENNETH NUWAMANYA, DFCU BANK 0776273003 knuwamanya@dfcugroup.com

WORK EXPERIENCE DETAILS

PERSONAL BANKER AT DFCU

- Responsible for the growth of branch personal loans and salaried accounts. This was through cross selling of the personal loan, salary overdrafts and salary accounts products. I was able to sell out 1.8 billion worth personal loans to about 300 customers.
- Assisted eligible customers in appraisal, documentation and submission of loan applications and followed up on disbursements while paying attention to details of data captured and turnaround time (TAT)
- Identified and on-boarded schemes to take up salaried products such as personal loans and salary accounts for the staff. These included district town councils, district local governments. Non-Governmental organizations, schools and so on
- Responsible for maintaining the branch loan performance register whereby cases of arrears were followed up and notices of default issued and escalation of non performing loans to head office collection team.
- Prepared daily sales reports to my supervisor detailing my customer pipeline, loans disbursed and engaged in daily sales performance review meetings discussing challenges, new product knowledge and adopting agreed way forwards.
- Planned and executed sales activations in designated areas of potential business. These included office spaces of NGOs and DLGs, schools, markets, exhibition centers and so on. This involved oral presentations about bank products and financial literacy sessions.
- Performed daily customer relationship management. This involved making calls to customers and visiting them at their businesses or work stations to collect feedback about their customer experience at the branch while transacting, answering their credit queries and marketing to them bank products on offer suitable for them.

RETAIL SALES OFFICER

- Responsible for growing branch liabilities in funded accounts opened. This included regular savings and fixed deposit accounts cross sold to customers and ensured the basic account opening requirements were received and documented.

- Marketed and grew new asset value to the portfolio of the branch. This included processing top up loans and cross selling mortgages and bank overdrafts to existing borrowed clients.
- Planned and executed in sales drives and campaigns together with the branch manager in designated areas of business such as markets, schools and corporate offices. This involves cross selling regular accounts and onboarding successful clients.
- Carried out customer relationship management whereby existing clients were phoned and physically visited to receive feedback from them about their experience while transacting at the branch and answering credit queries regarding loans facilities.
- Prepared daily sales reports and handed them to the branch manager for review, consequent discussions and adopted agreed strategies to realize upward growth of the business.

BANKING OFFICER/TELLER

- Custodian of cash, transaction registers and stamps at the till area and ensured confidentiality of the items under supervision of the branch manager
- Received and verified cash to deposit on accounts per instructions from customers and supervisors while ensuring correct information on the written slips with customer consent duly availed.
- Processed and paid out cash from accounts as per the instructions received from customers while paying attention to detail. This involved verifying signatures and identity of payees before paying out cash.
- Cross sold bank products across the counter to customers doing transactions there at. These products included banc assurance, children savings accounts and money transfer services.
- Performed daily reconciliation of cash in drawer with the core banking system at the start, during and end of day and ensured shortages or excesses were identified and reported if any as per the bank cash policy.
- Identified and reported suspicious transactions to the supervisor while observing anti money laundering guidelines.

BANKING ASSISTANT AT CRANE BANK

- Performed teller duties such as receiving and paying out cash to customers while ensuring customers instructions are duly filled and verified and identity of payees is verified before pay outs.
- Participated in sales activations and campaigns at the branch. This involved station at markets and business premises marketing and sugning up interested customers to accounts.
- Assisted in issuance of debit and credit cards to customers. This involved assisting customers to document their applications for processing and on boarding them to use the AM machine while ensuring customer confidentiality.

- Performed at customer service desk whereby customer enquiries and instructions were received, new accounts were opened and on boarded on to mobile banking platform while observing the turnaround time (TAT)

SALES OFFICER AT PRINTICESS INVESTMENT LIMITED

- Responsible to marketing and cross selling stationery services to organizations and individuals.

INTERN AT RED CROSS

- Responsible for clerical and clerkship duties such as data entry as assigned by my supervisor.
- Participated in field activities such as oral presentations and blood donation drives
- Prepared internship report as required by my university supervisor.