

CURRICULUM VITÆ

FOR

CHARITY SITHOLE MASHAVA

PERSONAL DETAILS

Gender	Female
Date of birth	05 March 1992
Marital Status	Married
Email address	sitchar92@gmail.com mashava87@gmail.com
Cell number	0773 786 617 ; 0777 151 702
Home address	7379 Nketa 9, Bulawayo
Languages spoken	Shona, Ndebele, English
National identity number	08-916702-R35

CAREER OBJECTIVES

To grow within the client care and relations associated aspect of the finance and banking industry. I am a dynamic and progressive individual who possess practical and theoretical knowledge in customer relations and care, a fast learner and one who is quick in grasping new input and knowledge.

PERSONAL PROFILE AND ATTRIBUTES

- Studied for an Honours Degree in Banking at the National University Of Science And Technology
- High personal integrity and well disciplined
- High personal standards and pays attention to detail

- Highly confident and enthusiastic in finding openings and opportunities
- Dependable and reliable in supporting and enabling team effort
- Good communicator, well-organised and good time-manager
- Determined and decisive
- Emotionally mature and creative
- A holder of a clean class 4 driver's licence

CAPABILITIES AND INTERESTS

- Able to work under pressure with minimum supervision
- Capable of being secretive with confidential information
- Interested in staying up to date with latest business news
- Enjoy interacting with people

PREVIOUS WORK EXPERIENCE

Zimbabwe Women Microfinance Bank (April 2019 to date)

❖ Branch operations officer Assistant in the making(Feb 2022 to date)

Main areas of responsibilities

1. Supervising account opening in the system
2. Supervising internal transfer transactions in the system
3. Preparing monthly branch reports
4. Preparing daily cash reports
5. Making branch stationery orders
6. Authorising Rtg transfers for processing
7. Filing of T&S receipts, cash receipts of cash used in the branch.

8. Vault custodian, making sure that the vault cash is balancing every day
9. Attending to customers queries and making sure that queries are resolved within the stipulated time frames
10. Ordering Atm cards
11. Member of the Bulawayo credit committee.
12. Balancing branch suspense accounts.

❖ **Customer service officer in the making(May 2020 to Jan 2022)**

Main areas of responsibilities

1. Opening and closing accounts
2. Attending to customer queries
3. Processing internal withdrawal transfers
4. Processing Rtgs transfers
5. Activating new Atm cards
6. Placing orders for Atm cards
7. Marketing bank products
8. Doing FCB checks for account opening

❖ **Teller(April 2019 to April 2020)**

Main areas of responsibilities

1. Accepting deposits
2. Marketing bank products
3. Attending to customer queries
4. Facilitating in the disbursement of solar loan applications
5. Preparing loan offer letters for customers.
6. Processing RTGS transfers.
7. Doing FCB checks on new account opening forms.
8. Activating new ATM cards.
9. Processing cash withdrawal transactions

❖ **Bank Teller at Stanbic Bank**
(January 2017 – February 2019)

Main areas of responsibility:

1. Processing ZIMRA payments and DSTV transactions.
2. Cross-sell products effectively and attending to customer queries.
3. Ensure that customers are fully informed of their rights and obligations to the bank in accordance with the code of banking practice.
4. Attend to cheque encashment, plan withdrawal procedures.
5. Processing Bureau de change transactions, Moneygram and Mukuru transactions.
6. Processing Telegraphic Transfers.
7. Ensure that all items cashed are within laid-down limits and refer all transactions exceeding limits to the appropriate area for authorisation.
8. Ensure that items cashed are technically correct and signed, according to laid-down instructions.
9. Ensure that customers are assisted efficiently within the time frames laid down for particular transaction types.
10. Compiling daily reports.

❖ **Bank Teller at POSB**
(August 2014 – June 2015)

Main areas of responsibility:

1. Accepting Deposits.
2. Authorizing Withdrawals.
3. Compiling daily reports and book keeping.
4. Attending to customer queries.
5. Marketing products on offer to clients.

6. Processing Bureau de change Transactions and Western Union Transactions.
7. Processing Telegraphic Transfers.
8. Processing DSTV and ZIMRA payments.

❖ **Money wave Teller at OK Mart
(August 2015 – December 2016)**

Main areas of responsibility:

1. Accepting Deposits.
2. Authorizing Withdrawals.
3. Compiling daily reports and book keeping.
4. Attending to customer queries.
5. Marketing products on offer to clients.
6. Processing Bureau de change Transactions and Western Union Transactions.
7. Processing Telegraphic Transfer
8. Processing agent for CABS centre.

❖ **Information and Customer Care desk at OK MART And Assistant Buyer**

1. Attending and making follow ups on customer queries
2. Informing customers about on-going promotions
3. Returning default products to suppliers
4. Processing orders for the stationery department and housewares department
5. Checking that stock levels are consistent
6. Ordering new products if there is a need
7. Responsible for stock taking of the departments

EDUCATION AND ACADEMIC QUALIFICATIONS

Makumbe High School from 2006 to 2009

Ordinary level

(9) O'levels including Mathematics and English language

Ihlathi High School from 2010 to 2011**Advanced level**

- Economics C
- Business studies A
- Geography C

Banking at National University of Science and Technology.**Honours Degree in Banking**

Overall degree class is 2.2

REFERENCES

1. Mr T Vimisayi

Faculty of commerce

The chairperson Department of Banking,

National University of Science and Technology,

P O Box AC 939 Corner Gwanda Road and Cecil Avenue,

Bulawayo, Zimbabwe.

Tel: 282842 Ext 2117 Cel: 0772 844 019

2. Mr T Mutambanadzo

Faculty of commerce

Attachment coordinator Department of Banking,

National University of Science and Technology,

P O Box AC 939 Corner Gwanda Road and Cecil Avenue,

Bulawayo, Zimbabwe.

Tel: 282842 Ext 2090 Cell 0772 819 069 Email: tmutambanadzo@gmail.com

3. The Manager

POSB Bulawayo,

Leopold Takawira and JMN Nkomo Street, Bulawayo.

Tel: 09-74023/79212

4. The Manager

OK Mart Bulawayo

2 Josiah Chinamano Road, Bulawayo.

Tel: 09-74747/72942

5. Mrs J. Chatikobo

Stanbic Bank

Belmont Branch, Bulawayo.

Tel: 09-69275

Cel: +263 777 504 221

6. The Manager

Chengetai Njonjonjo

Zimbabwe Women's Microfinance Bank,

York House- Corner Herbert Chitepo & 8th Avenue, Bulawayo.

Cel: + 263 716 379 087