

Sanchia Kakwezi

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EDUCATION

Westminster College, Fulton, MO

Graduated: May 2013

- Bachelor of Arts: Business and Psychology (double major)

Aga Khan High School, Kampala, Uganda

International Baccalaureate (IB) Diploma: 2009

HEALTH ADVOCACY EXPERIENCE/INTERNSHIPS:

Intern, Mildmay Center, Kampala, Uganda

July 2012

- Distributed results of HIV tests people of ages 21-45
- Provided personal support to clients through counseling

Intern, Infectious Disease Institute, Kampala, Uganda

July 2012

- Counseled teenagers and youth with HIV/AIDS and tuberculosis about emotional and physical issues they had

Intern, Baylor International Pediatric AIDS Initiative, Kampala, Uganda

June – July 2012

- Assisted with psychological needs of HIV/AIDS clients of varying ages in terms of counseling them on their social issues and emotional

Intern, Wakisa Teen Pregnancy Center, Kampala, Uganda

June – July 2011

- Counseled expectant teens in one-on-one sessions and promoted personal hygiene and health
- Transported women to pre-natal visits at the local hospital

CAMPUS AND COMMUNITY LEADERSHIP:

Board Member, Callaway County United Way

Spring 2011 – Present

- Help organize events that raise funds for various Callaway County organizations such as Red Cross
- Spread awareness of organization in order to increase donations for area non-profits

Treasurer, African Union Organization

Fall 2010 – Spring 2012

- Attended financial meetings to obtain funding for events organized by the club
- Maintained updated record of financial costs and expenditures

Senator-At-Large, Student Government Association

Fall 2011 – Spring 2012

- Represented student body at weekly student government meetings
- Voted on financing clubs' requests for funding
- Brought up students' issues and worked to resolve them; bridged gap between faculty/staff and students

Co-Founder and President, Westminster College United Way

January 2012 – December 2012

- Raised campus awareness of Callaway County United Way through emails, meetings and flyers
- Helped plan events that contributed to donations to the Callaway County United Way

OTHER WORK EXPERIENCE:

Banking Officer, DFCU Bank Ltd.

December 2013 – December 2014

- Receive and disburse cash and other forms of currency to/from customers.
- Process utility payments invoices and vouchers for corporate businesses, such as UMEME, Water, KCCA and URA according to DFCU standards and procedures.
- Money transfers such as Moneygram, Western Union and others.

Customer Service Officer, DFCU Bank Ltd

January 2015- July 2015

- Receive complaints and queries of customers and respond to them in a timely manner and ensure their satisfaction.
- Open accounts for new customers.
- Process cheque books and ATM cards for customers while receiving customer instructions such as salaries, transfers as well.

Teller Service Manager, DFCU Bank Ltd

July 2015- July 2017

- Manage a team of eight tellers at the branch and support them in their daily execution of work.
- Reconcile vault and ATM daily.
- Check teller transactions together with solving customer complaints and queries.

Account Service Officer, DFCU Bank Ltd

July 2017- December 2021

- Reconcile various accounts everyday such as the ATM, suspense and expense accounts to mention a few.
- Process transfers for both in and out of the country for all customers.
- Process third party cheques and salaries as well for companies.
- In charge of the ATM of the branch and solve any issues regarding it.

- Check and verify work done by my colleagues to confirm that processes and procedures are being well executed for example accounts opened, fixed deposits opened and other documents.

Branch Operations Manager, DFCU Bank Ltd

January 2021- Present

- Manage a team of people that include the tellers and chief teller.
- Supervise that the whole branch is following the processes laid out by bank in order to mitigate the risks.
- Compute a monthly report that touches on all the areas of the branch are being adhered to.
- Supervise that the office accounts are being reconciled timely.
- In charge of the vault of the branch and make sure that proper reconciliation is being maintained.
- Open and close the branch premises according to the laid out procedures.
- Ran daily MIS reports to reconcile office accounts.
- Manage the sale reports of the branch when the manger is off duty. This entails getting new customers or increasing the liabilities of the branch.
- Supervise the customer team and to emphasise that good customer care is extended to customers on a daily basis.

SKILLS: Computer: SPSS, MS Office, Chequepoint, ChequePRO

Languages: English (fluent), native language (Rutooro)