

# Frederick Odhiambo Otieno

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## **Personal Profile**

A proactive, self-driven, highly motivated team player, with a zeal for creativity, and a desire to excel in all endeavors, with over five years banking operation experience in Kenya's largest privately owned Bank. And three years' experience in accounting and finance in a Multi-national Accounting Firm and a Lecturer in a public University.in Kenya.

## **Key Skills and Achievements**

### Networking and Selling Skills

- ◆ Successfully organized and managed to promote products for Carlton Products (E.A) Ltd 1996-1998. I managed to promote and helped introduce new products for the Company.

### Self Motivation and Team Spirit

- ◆ I am constantly involved in teamwork at the office through collective responsibility with my work mates and sharing of ideas through dialog.

### Leadership Skills

- ◆ I am a holder of the Presidents Award Scheme-Gold Award. A prestigious award offered by the president of Republic of Kenya. I have experience in map reading and mountain climbing where I acted as a team leader in various expeditions.
- ◆ I am a trained fire-fighter, having obtained training from the Nairobi fire brigade and organized CBA Conferences.

### Communication and Interpersonal skills

- ◆ Through my work at CBA, I have resourcefully been able to assist in quickly resolving customer queries hence gaining meaningful customer care experience.
- ◆ Facilitates and gives feedback on customer issues in meetings hence I have been able to communicate and relate with people effectively.

### Thoroughness and Accuracy

- ◆ Efficiently and accurately process financial and non –financial transactions at 99% accuracy levels, hence able to meet targets.

## **Career Summary and Key Responsibilities-Commercial Bank of Africa**

### **Operations Control Department (Risk Management)**

**October 8, 2007- June 2008**

#### **Position: Supervisor.**

- Reviewing the banks risk management policies such as the Business Continuity plan and Risk Management policy on a timely basis.
- Developing key Risk indicators and key performance indicators across the bank.
- Assisting in the design, implementation and maintenance of the Bank's Operations Management framework.
- Establishing standards for the management of Operations Risk through development of reports to senior Management.
- Form part of Project Implementation teams for the various Operations & SD projects that may be carried out from time to time.
- Managing accurate and timely risk metrics within the bank and to act as a change agent.
- Liaise with Kentswitch and Pesa Point member banks on issues relating to customer complaints and ATM transaction dispute(s) resolution.
- Monitor and reconcile Due to, Due from and the cash retraction suspense accounts on a daily basis and follow up with responsible persons and other Banks to ensure minimum losses and exposure of the bank.

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### **Operations Processing, Commercial Bank of Africa**

**April 2003- 6<sup>th</sup> October 2007**

Processing of all the branch network financial and non-financial transactions.

#### **Operations Processing: Foreign Funds Transfer Department (April 2006- 6<sup>th</sup> October 2007)**

- Providing quality and efficient service to customers on outgoing and incoming foreign transfers and ensuring accurate and prompt processing of instructions.
- Processing of incoming foreign funds transfer instructions.
- To compile, monthly, returns for Central Bank of Kenya returns Balance of Payment Statistics
- To provide accurate data on the operations environment to be used monthly in business analysis
- To adopt and update processing procedures in the department in line with changing practices and technological advancements.
- Risk Management-Ensuring that thorough processing at our offshore accounts is continuously

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#### **Operations Processing :Cash and Customer service Departments (April 2003-March 2006)**

- ◆ Posting of the customers' transactions in a timely manner at 99% accuracy level.
- ◆ Management of cash and acting as a vault custodian and handling of customers related issues including paying and receiving cash.
- ◆ Reconciliation of the daily transactions, and assisting in daily office management.
- ◆ Addressing and responding quickly to all issues raised with regards to crediting and debiting of customer accounts.
- ◆ Cheque processing through micro-menu system and microfilming of the days vouchers for safe-keeping.
- ◆ Opening of accounts, funds transfer transactions between accounts within the bank.
- ◆ Offering excellent customer care to our current and potential customers through effective communication.
- ◆ **I have been able to work in various branches in the bank, thus enabling me to gain vast experience in banking practice and operations.**

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### **Accounting and finance-PricewaterhouseCoopers.**

**Oct 2001-Mar2003, July- Nov 1999**

- ❖ Carefully analyzing data, keying in time worked by associate staff in various companies into the system.
- ❖ Processing of this information to generate reports, which are supplied to partners and managers for decision-making.
- ❖ Preparation of cheques and assisting in preparation of creditor's accounts for payment.
- ❖ Assisting in preparation of debtor's fee-notes and in general maintenance of the office.
- ❖ Helping the associate staff with information in regard to preparation of time spent on clients and the unit cost incurred by each associate, manager or partner to arrive at the final billing fee.

**Marketing and product promotion-Carlton's Products (EA) (Day time) 1997-1998**

Offering support as a member of the company's sales team and ensuring that our products are adequately sold

- ❖ Resourcefully selling the company's products to different customers both in Nairobi and Central Provinces.
- ❖ Promoting the company's products through supermarkets by offer of raffle tickets.
- ❖ Representing the company in sales conferences and marketing forums in various workshops.

**Casino Dealer- Bingo Casino- Nairobi. Time 4pm-2am (Night)-1996-1998**

Playing the following betting games with gamblers.

- American Roulette (Roulette table)
- Pontoon (Cards)
- Black Jack (Cards)

**TEACHING EXPERIENCE**

I began teaching at University level in 2011. The following are my experiences;

<b>Year</b>	<b>Institution</b>	<b>Field</b>
2013-to Date	Pwani University	Accounting And Finance
2015	University of Nairobi	Strategic Management (Visiting/Sit in- Lecturer)
2012-2014	Taita Taveta University	Accounting & Finance
2011-2013	Technical University of Mombasa	Economics and Entrepreneurship

<b>Qualification and Professional Experience</b>		
<b>Area of Learning</b>	<b>Provider</b>	<b>Year</b>
<b>PhD</b> in Business Administration	University of Nairobi	2015- to date
Master's in Business Administration (MBA)	University of Nairobi	January 2006 to 2009
Bachelor of Commerce (Finance Option) Upper Second Class Honors.	University of Nairobi.	1999-2003
Kenya Accountants and Secretarial National Examinations. (KASNEB.) <b>CPA: CPA (K)</b>	Visions Institute of Professionals.	
IT Skills; Micro banker for Banks, Sun-systems, D-base IV, MS Office (MS word, Excel, Power Point, Access and general PC skills)	University of Nairobi, PwC, CBA	
Kenya Certificate of Secondary Education (K.C.S.E)	Starehe Boy's Centre.	1993-1996
Primary	Mwandisha Primary School, Taita	1985-1992

<b>Personal Details</b>
Date of Birth : 09/06/1977 Holder of a Driving License Nationality : Kenyan

<b>Hobbies and Interests</b>
Team Building events (climbed Mt longonot- Apr 1995), Community Service (Worked in Dept. of Registrar General, Starehe Clinic, Taita Dispensary and Ahero Health Centre during my holidays at High school. Reading Business/ Marketing Journals and self help books, Swimming and athletics, writing (Was editor of my school newspaper)

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