

# MCEBISI MOYO

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## Financial Services

An organized and results-driven finance professional with 3 years of experience in the financial services industry. Skilled in global banking and payment systems including SMART VISTA, Postilion, Temenos Transact (T24), FLEXCUBE, and ETHIX, with expertise in transaction switching, card management, and ATM/POS operations. Knowledgeable in money transfer platforms such as WorldRemit, Western Union, MoneyGram, and Mukuru, with practical experience in remittances, compliance, and back-office support. A strong communicator who is positive, focused, and eager to learn, take responsibility, and contribute to business growth.

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|----------------------------------|------------------------|------------------------------|
| • Postilion Banking System       | • FCC Banking System   | • Power BI                   |
| • Temenos Transact (T-24) System | • Ethix Banking System | • Cross border Remittances   |
| • Flexicube Banking System       | • Microsoft Excel      | • Client Relationship Mangmt |
| • SMART Vista Banking System     | • Tableau              | • Emotional Intelligence     |
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## EDUCATION

**Thunderbird School of Global Management, Phoenix, AZ**

May 2026

Master of Global Management (Major in Global Business)

**National University of Science and Technology, Bulawayo, Zimbabwe**

November 2024

Master of Science in Financial Engineering

**National University of Science and Technology, Bulawayo, Zimbabwe**

November 2022

Bachelor of Commerce Honors Degree in Banking and Investment Management

## PROFESSIONAL EXPERIENCE

### Verifier

*ASU Admissions, Phoenix, USA*

October 2024 - Present

- Verification of documents and application materials, including academic transcripts, test scores, and financial documents.
- Data Accuracy: Utilizing internal systems and databases to ensure all student information is entered correctly and accurately.
- Maintaining confidentiality on sensitive student information, ensuring compliance with FERPA regulations & institutional policies.

### Customer Services Officer

*Peoples` Own Savings Bank, Bulawayo, Zimbabwe*

September 2023 - July 2024

- Enforced adherence to standards at the branch and championed the overall client experience performance.
- Implemented and championed product knowledge to customers and staff which lead to approximately 46% customer retention.
- Utilized Excel and Tableau to analyze customer feedback and service data, improving after-sales strategies and retention.
- Decided business development which lead to recruitment of 4 major corporate clients within 1 year period in the bank.

### Loans Officer

*AFC Commercial Bank, Bulawayo, Zimbabwe*

January 2023 – August 2023

- Utilized Excel to monitor loan performance, track repayment schedules contributing to improved loan recovery rates.
- Performed due diligence in credit risk profiling which reduced non-performing loans from 7% to 4.6% in one quarter level.
- Appraised applications through financial and credit screening reports (CRB, Financial Clearing Bureau & WORLD CHECK).
- Appraised loan plans in accordance with 50% debt to income ratio and structured recommendations.

### Inquiries Officer

*AFC Commercial Bank, Bulawayo, Zimbabwe*

February 2021 - December 2022

- Managed ATM and vault operations with data-driven accuracy, using Excel for transaction reconciliation and secure custody.
- Ensured transactions were posted on Bauru De change platform to ensure compliance with exchange control policies.
- Detected suspicious transactions in order to maintain awareness of AML activities which heavily enhanced compliance.

## LEADERSHIP AND ACTIVITIES

- Appointed as the Director of Finance for Africa Business Club at Thunderbird School of Global Management January 2025

## TECHNICAL SKILLS AND CERTIFICATIONS

- Data analysis: Tableau, Python, R, Power BI and Microsoft excel.