

RAM ATA YALCOUYE

CONTACT

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EDUCATION

MASTER OF BUSINESS
ADMINISTRATION (MBA)
Faculty of Economics and
Management, Bamako, Mali
Dec 2013 - Aug 2018

SKILLS

- Customer Assistance
- Problem-Solving
- Patience
- Attention to Detail
- Time Management
- Team Collaboration
- Computer Skills

WORK EXPERIENCE

ACCOUNTANT

Niare Froid (2018 - 2023) Bamako, Mali

- Prepared accurate and timely financial statements, including balance sheets, income statements, and cash flow statements, ensuring compliance with GAAP and relevant regulations. • Managed the general ledger, ensuring all transactions were accurately recorded and reconciled monthly.
- Assisted in the development of annual budgets and forecasts, analyzing variances and providing insights for decision-making. • Prepared and filed federal, state, and local tax returns, ensuring compliance with all applicable tax laws and regulations.

CUSTOMER SERVICE REPRESENTATIVE

National Bank of Development and Agriculture (BNDA)
(2016 - 2018) Bamako, Mali

- Assisted customers with opening new accounts, including checking, savings, and investment accounts, ensuring compliance with banking regulations.
- Provided exceptional customer service by addressing inquiries and resolving issues related to accounts, transactions, and bank policies.
- Assisted customers with bill payment services, including setting up automatic payments and providing guidance on using online banking platforms.

CUSTOMER SERVICE INTERN

National Bank of Development and Agriculture (BNDA)
(2015 - 2016) Bamako, Mali

LANGUAGES

French - Fluent
English - Intermediate
Bambara - Native
Dogon - Fluent

- Assisted customers with inquiries, providing information about banking services and directing them to the appropriate agencies or departments as needed.
- Managed the transfer process for customers seeking services from different departments, ensuring smooth communication and follow-up.
- Collaborated with various departments to resolve customer issues promptly, ensuring a high level of customer satisfaction.