

Qussai ALKutami

Senior Teller, cashier

+971 506241889

UAE, Dubai

Address: Al-Regga, Abu Baker Al Siddique

Visa Status: Visitor visa valid till october 2023

Nationality: Arabic, BD: 26/6/1997

Marital status: Single , qalkutami@gmail.com



SUMMARY

- Over three years of hands-on experience in the money transfer industry as a seasoned cashier.
- Proficient in executing transactions efficiently, while strictly adhering to regulatory guidelines.
- Demonstrated commitment to providing exceptional customer service and maintaining high standards.
- Accurate handling of financial exchanges and meticulous maintenance of transaction records.
- Strong communication skills, coupled with effective problem-solving and conflict resolution abilities.

PROFESSIONAL EXPERIENCE

Alharam for transfer money LLC, Damascus, Syria

CASHIER

October 2019 - May 2023

- Exhibit outstanding customer service by promptly addressing customer inquiries and concerns
- Contribute to cohesive team dynamics, enhancing operational efficiency and optimizing customer engagement.
- Collaborate with team members to reconcile cash drawers at the beginning and end of each shift, promptly addressing any discrepancies.
- Assist in training new cashiers, sharing insights into transaction procedures, customer service techniques, and regulatory compliance.
- Exhibit proficiency in using point-of-sale (POS) systems, ensuring seamless and efficient processing of transactions.
- Keep up-to-date with financial regulations, staying informed about any changes to anti-money laundering (AML) and Know Your Customer (KYC) protocols.
- Responsible for handling the financial transfers

Alharam for transfer money LLC, Damascus, Syria

Accountant

may 2021 - may 2023

- Cash officer in the company branch.
- Inventory of incoming and outgoing funds to and from the company's branch.
- Responsible for depositing and withdrawing cash balances from treasurers.
- Monitor trustee balances and ensure work progresses within established procedures.

EDUCATION



Damascus University, **Bachelor's degree, Economics, banks and insurance** 2016 - 2020

LANGUAGES

Arabic _ **Native**

English — **intermediate**

SKILLS

- **Communication skills:** Deliver exceptional service by addressing customer inquiries, concerns, and needs in a friendly and efficient manner.
- **Adaptability:** Easily adjust to changing customer demands, varying transaction volumes, and evolving company procedures.
- **Training and Mentorship:** Proven ability to train and mentor new cashiers, sharing expertise in transaction procedures, customer service techniques, and adherence to financial regulations.
- **Time Management:** Efficiently process transactions while maintaining focus on accuracy and ensuring customers are served promptly.

TRAINING

Advanced accounting diploma: ECO Fans - student club institution

CERTIFICATES

Experience certificate issued on 15/7/2023

Reference: Sameh Maloule: Branch Agent at Alharam samehmaloule@yahoo.com , phone: +963 960666099