

EMADALDEEN KAMAL SAEED HAMAD

Contact

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Languages

Arabic – Native

English – Very Good

Summary

Experienced Banker with a demonstrated history of working in the banking industry, Skilled in Negotiation, Customer Service, Branch Operations, and Customer Experience. Strong finance professional with a Bachelor's degree focused in Commerce and Economics and Social Studies.

Skill Highlights

- Team Player
- Strong decision maker
- Complex problem solver
- Creative design
- Innovative
- Service-focused

Experience

CUSTOMER SERVICE REPRESENTATIVE - 09/2016 to 15/04/2023

Bank of Khartoum

- Opening accounts and fixed term deposits.
- Processing customers applications for cheque books and ATM cards.
- Issuing guarantee letters and accounts statement.
- Answering all customer queries.
- Promoting the bank products and bringing new customers.

Education

Bachelor of Commerce: **Economics and Social Studies** - 2014
Neelan University SD

Training Courses

Anti-Money Laundering (certificate): **Bank of Khartoum**.
Excellence in customer Service: **Bank of Khartoum**
Accounting and auditing officer for financial consulting.