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BANKING AND FINANCE SCIENCE'S

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Career objectives

Continuous progress on both professional and personal fronts through all round skills with emphasis on assigned targets. Hard work and team spirit thereby anticipating and meeting the challenging arising in the contemporary competitive business environment integrity and given to sustained hard work.

Work Experience

ZAMZAM exchange at Jordan

Designation : Customer service - teller

Inclusive Date 01 October 2023 to till now

Key accomplishments

- Customer service representative to keep customer satisfaction and to guide the customer to the best available financial solutions.
- Cash management and handling the cash risks
- issuing the customer recipe and keep the organization signed copy
- working on JAVA computer financial system as a date based program
- Pulling out the financial transactions by using different global financial programs such as "Western union , Ria , Transfast , MoneyGram , UPT , Alansary Cash express , Express remit , GCC remit , Dubai remit , Jordan remit , Yes express , Saudi Express , New Saudi , Juba , Direct remit, Hawalati "
- Sending and receiving funds bay using local financial programs such as " WU , Msharbash , Khalil Al Rahman , local transactions by using our organization mid system AYSAR"
- FC "foreign carrancy " exchange the most probable request Such as USD , GBP , EUR , CAD , AUD , AED , SAR , EGP , QAR , KWD , BHD ..etc
- cash in or cash out from the wallet as customer requirements " Dinarak , Orange wallet , Zain cash , U wallet , Get to pay , Al watania wallet "
- After 3 months acting like a Head teller "Main Cashier" by handling the branch Hall cash under my name and responsibility and receiving the funds or issue it as the requirements of our treasury department and control the branch Email "sending the transactions credit inquiry , receiving request inquiry from AML department , sending the amendment ..etc" and branch smoothly operation and managing the working shift
- Working under pressure and team works
- Working in different locations or branches as the manager requests



TMAM EVENTS LLC

DESIGNATION: Purchasing Representative

Inclusive date: 01 September 2022 to 30 August 2023

Khalifa Street, Al Ain, UAE



- Purchasing representative.
- Handling the daily petty cash.
- Receiving the cash from the customers and issue the receipt.
- Collecting the pending cash from the customers.
- Deposit the funds to the company bank account.
- Record the new events orders and requirements.
- Ensuring and maintaining the customer's satisfaction.
- Following up the supply orders for the coming events by date basis.
- Team leadership and Time management.
- Confirming the orders with our partners and the part time employees as well.
- Following up the work situation at the events location.
- Sharing the events location with our partners and the suppliers.
- Purchasing the next events requirements.
- Arrange the employee's requirements.
- Arrange the transportation for the company employees and the part time employees

LARI EXCHANGE

DESIGNATION: Cashier cum Customer Service Officer

Inclusive date: 22nd May 2021 to 15th August 2022

Main Street, Al Ain, UAE

KEY ACCOMPLISHMENTS:



- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Recommend potential products or services to management by collecting customer information and analyzing customer needs.
- Prepare product or service reports by collecting and analyzing customer information.
- Contribute to team effort by accomplishing related results as needed.
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents and performs work processing assignments & related clerical duties.
- To provide information on local promotions & activities and other info that provides valuable service to our customers.
- AED as a basic login and it has been upgraded to FC login after 8 months
- Team leader assistant buy and sell FC
- Helping team leader and the main cashier in cash closing process Sending the daily cash report to the internal accounting department
- Informing other colleagues if there's any duty roster changes due to Operation manager requests

UAE Exchange Center LLC DESIGNATION: Cashier Service Officer
 Inclusive date: 27th Aug 2016 to 05th May 2021



KEY ACCOMPLISHMENTS:

- To provide excellent customer service at branch customer for all business transactions at the counter.
- Trying to solve the customer problem and complains. Helping the customer to find the best financial solution.
- Holding and handling the cash.
- Collect the revenue by "Cash, Cheque, Demand draft".
- Selling and buying the common FC "Foreign currency".
- Issues and signed receipts to the customers.
- Making and utility payments "Bill payments, Credit cards payments, Agents cash collections, Insurance paymen
- Tickets payments, loans payments".
- Sending and receiving money by using global money transfer programs, such as "Express money, Western union banking money transfer by using Amigo as a main program".
- Solve problems and keep high customer's satisfactions and thanking Make funding and refunding "salary customers".
- Rate adjustment specially in the bank sending and FC transactions.
- Following the KYC "know your customers" and AML "anti- money Landry" policy and conditions.
- Doing up Selling and Cross selling "Exclusive loyalty cards, Agent gold loyalty card, Agent silver loyalty cards, Cash travel cards, National bonds, Mobile balance recharge.
- Deposit the dally revenue in the agent bank book as a payments and received vouchers.
- Get the verified from the revenue officer or the shift supervisor or from the branch in charge "the higher authori available
- Helping the team to doing the dally back office activities "arrange the registrations and keep the new one sprite arrange the high value and cheque transactions.

Other Work Experience in Jordan

Year	Job title	Name of Organization	Job description
2015 to 2016	Accountant and Sales Departments	Jawharet Alshomokh IT	-Holding and handling the cash -Accept the revenue from cheque and cash. -Deposit the revenue in the utility bank account. - Make weekly report. -Times management
2014 to 2015	Cashier	Photo Center Studio and Photographing	-Holding the cash and Handel the risk. -Make deposit in the bank by cash or cheque. -Deals with the customer and accept payment in advance.
2013 to 2014	Senior Accountant	Amer Accounting and Finance Company	-Working effectively with external financial bodies. -Covering where appropriate for seniors finance personal. -Bill and receipt checking. -Team work and management

Education

Al-yarmouk 2009 - 2014
Bachelor in Banking and Finance Science's

Courses

- Basic Course of Computer & Graphic Designing and Desktop Publishing:
Office package of Microsoft, Computer fundamentals and internet
- Anti-Money Laundering Training with Exchange Representatives
Training on WPS, credit cards and bills payment

Skills

- Good Oral & Written English and Arabic Communication Skills.
- Ability to follow instructions well and make independent decisions or as a team. Can handle office correspondence.
- Effective telephone & communication skills. Management and secretarial skills.
- Team work
- Ability to work under pressure in an organized way.
- Well proficient with MS Office package. (Word, Excel, Power Point, Internet)

References:

- Available upon request.