

ALYAA ABDALWAHID ABDALLA ALKHADIR

Banker

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OBJECTIVE

Experienced and customer-focused banker with experience in retail banking operations, financial advisory, and relationship management. Skilled in providing personalized financial solutions to meet the diverse needs of clients and achieve business targets. Seeking a challenging role as a banker where I can leverage my expertise to drive revenue growth, enhance customer satisfaction, and contribute to the success of the financial institution.

SKILLS AND ABILITIES

- Strong knowledge of retail banking products and services
- Excellent interpersonal and communication skills
- Customer relationship management
- Sales and negotiation skills
- Financial analysis and credit assessment
- Compliance and regulatory knowledge
- Teamwork and collaboration
- Excellent analytical and problem-solving skills
- Self-motivated
- Hardworking

EXPERIENCE

Savings and Social Development Bank

2010-2023

Banker

- Managed and grew a portfolio of retail banking clients, including individual customers and small businesses, by identifying their financial needs and recommending appropriate banking products and services.
- Provided personalized financial advice and solutions, including deposit accounts, loans, investments, and insurance products, to help clients achieve their financial goals and objectives.
- Conducted financial assessments and credit evaluations to determine clients' creditworthiness and eligibility for loans and other credit facilities.
- Processed customer transactions, including deposits, withdrawals, transfers, and loan applications, accurately and efficiently, while ensuring compliance with banking regulations and internal policies.
- Built and maintained strong relationships with clients through proactive communication, regular follow-ups, and superior customer service, resulting in high levels of customer satisfaction and retention.
- Achieved sales targets and performance goals by cross selling and upselling banking products and services, and generating referrals from satisfied clients.

EDUCATION

University of Gezira – SUDAN

2004-2008

B.Sc. Economics

Gedaref University

2012-2014

Master of Business Administration

LANGUAGES

- Arabic
- English