Obida Hasan Jrab

Dubai, United Arab Emirates

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Objective	Seeking new challenges to join a progressive organization that effectively utilizes my professional experience and offers opportunities for advancement

Personal Information

- Gender: Male
- Marital Status: Married
- Visa Status: UAE Employment Resident
- Driving License: UAE Driving License
- Nationality: Syrian

Languages:

- Arabic, as a native first language.
- English, as a second language.

Education

- Aleppo University, Diploma degree in Pharmaceuticals, (2015), Aleppo, Syria

Work Experience

- **Customer Service Consultant at Emirates NBD, Dubai, UAE, March 2024 to present.**

- Responded to inquiries and addressed the needs of businessONLINE/smartBUSINESS subscribers via email correspondence and incoming calls from Corporate Customers, Relationship Managers (RMs), and Branches of Emirates NBD.
- Provided support for cash management services, including processing MT940 requests and facilitating cash pickup and delivery for the bank's business customers.
- Ensured prompt and efficient resolution of customer queries and requirements to maintain high levels of client satisfaction.
- Verified and processed transactions and applications promptly to meet strict deadlines.
- Managed information processing to deliver services within designated turnaround periods, maintaining high efficiency.
- Ensured error-free results by meticulously following procedural standards for all transactions.
- Provided timely and courteous responses to internal and external customer inquiries, fostering positive relationships and ensuring satisfaction.
- Successfully resolved client issues, escalating complex matters to supervisors as necessary.

- Maintained up-to-date databases to support accurate processing and reporting needs.
- Prepared comprehensive reports and reconciliations, contributing to effective management decision-making processes.

- **Customer Service at Al Fuad Exchange, Sharjah, UAE, October 2020 July 2023**

- Processing salaries through wages Protection System (WPS), foreign exchange buying and selling currencies.
- Bank Remittances (Bank Account, Cash Pick Up, Door to door, Credit to other Bank).
- Paying credit cards, mobile phone products payments (EZY Top) and Issuing National Bonds Certificate Purchase
- Paying airline ticket reservations (Air Arabia-Fly Dubai), Insurance, Newspaper product (Al WASEET) and Labour guarantee deposits.
- Collecting required supporting documents (master document for remittance, copies of IDs, trade license, invoices and LOA) for any transaction conducted.
- Applying and following AML rules policy and procedures of the company.

- **Customer Service at UAE EXCHANGE, Dubai, United Arab Emirates, April 2018 to September 2020.**

- Front liner giving the best customer service as set by the company and dealing with customer needs regarding remittances, which include instant cash transfer, bank telex transfer and swift transfer all around the world either individual or corporate transactions.
- Answer customers' questions, and provide information on procedures or policies.
- Creating WPS files including SIF CREATION, proper documentation etc.
- Sending TT, ET, INSTANT MONEY TRANSFER, and WESTERN UNION worldwide.
- Manage and handle the cash transactions at the counter and ensure the delivery of quality service to customers while adhering to operational controls and avoiding cash excesses and shortages.
- Achieve smooth and error-free transactions within the branch.
- Create End of the Day Reports for Western Union, Xpress money, bank transfer, funding report and other essential reports and compliance to Asst. manger, Branch Manager and Area Manager.

Abilities & Skills:

- Proficient in transaction processing procedures and protocols
- Strong attention to detail and accuracy
- Excellent time management and organizational skills
- Effective communication and customer service abilities
- Ability to escalate and resolve issues promptly
- Proficiency in database management and report preparation.

References:

Upon request.