

NAWAS MOHAMED INSHAF

Banking Operations and Customer Service

0566373982 | Visa status- Visit Visa

Flat 24, Building 19, Asma Bint Abi Bakr Street, Al Danah, Abu Dhabi, UAE

inshaf.nawas@gmail.com

<https://www.linkedin.com/in/inshaf-nawas-8b016a141>



PROFILE SUMMARY

Professional banker with over 8 years of experience in the banking industry, specializing in customer service, operations, and relationship management. Highly dynamic, organized, and results-driven, seeking an opportunity in a reputable organization to leverage expertise and contribute to its success and growth while advancing professional skills and career development.

SKILLS

- Relationship Management
- Cash Handling & Transaction Processing
- Operational Management
- Problem Resolution
- Team Leadership
- Data Entry & Reporting
- Cross-selling Banking Products
- Leadership
- Problem Solving
- Team Management
- Decision Making
- Interpersonal communication

CAREER SUMMARY

Jan 2023 – Jun 2024 | Customer Service and Data Entry Operator

Holoteq Group - Karwa Driving Academy - Doha, Qatar

- Managing new registrations, handling cash, entering data, and preparing daily reports.
- Processing payments to schools and sending remaining cash to the head office.
- Printing DTS cards and installing driver guides for students.
- Teaching students how to use the application and providing necessary support.

Nov 2022 – Dec 2022 | Concession Leader

Public Food and Beverage Concessionaire Program for FIFA World Cup

Qatar Star Services LLC - Doha, Qatar

- Ensured assigned concessions were fully set up and stocked before stadium gate opening.
- Coordinated with concession staff and crew leaders to ensure smooth operations.
- Provided ongoing assistance to staff throughout operations.
- Prepared daily operational reports for concession supervisors.
- Reported queuing and critical situations to concession level supervisors.

Dec 2021 - July 2022 | Junior Executive Assistant - Prestige Banking Operations (Head Office)

Amara Bank PLC - Colombo, Sri Lanka

- Authorized customer transfers, managed inward remittances, and coordinated with banks and internal departments.
- Oversaw cash operations, cheque clearing, safety deposit lockers, and administration tasks, ensuring timely processing of account-related requests.
- Audited and dispatched voucher bundles within set timelines, adhering to compliance and audit guidelines.
- Ensured smooth prestige banking operations with zero customer complaints.
- Processed value-added services like priority passes, visa debit cards, internet banking, and e-statements.

Jan 2020 - Nov 2021 | Junior Executive Assistant – Gold Safekeeping Officer

Amana Bank PLC - Colombo, Sri Lanka

- Ensured the safekeeping of gold articles under dual control and assessed them using a density meter and weighing scale.
- Maintained the NPA ratio within market standards and prepared daily/monthly reports.
- Achieved targets, organized marketing campaigns, and acted as **Cash Officer** in the officer's absence, ensuring seamless operations.
- Managed document storage, editing, and filing (physical/digital) and created templates for official use.

Sep 2017 - Dec 2019 | Junior Executive Assistant – Teller

Amana Bank PLC - Colombo, Sri Lanka

- Processed cash deposits, withdrawals, and foreign currency transactions.
- Balanced ATM/CDM cash daily and prepared summary reports.
- Ensured error-free day-end operations and handled outward cheques via the image clearing system.
- Maintained strong relationships with current account customers and managed post-dated cheques in the PD cheque system.

Nov 2016 - Aug 2019 | Junior Executive Assistant – Customer Service Officer

Amana Bank PLC - Colombo, Sri Lanka

Apr 2014 - Nov 2016 | Banking Assistant – Call Centre Agent

Amana Bank PLC - Colombo, Sri Lanka

Aug 2012 - Mar 2014 | Executive – Operations

First Source Dialog Private Limited - Colombo, Sri Lanka

PROFESSIONAL QUALIFICATIONS

2016 | Diploma in Islamic Banking

Institute of Bankers Sri Lanka – Colombo, Sri Lanka

2015 | Certificate in Islamic Banking

Institute of Bankers Sri Lanka – Colombo, Sri Lanka

2010 | Certificate in Accounting & Book Keeping, Graphic designing, Hardware Engineering & IT

Institute of Business Studies – Colombo, Sri Lanka

ACADEMIC QUALIFICATIONS

2009 | Passed in G.C.E Ordinary Level Examination

Arethusia College - Colombo 06, Sri Lanka

ACHIEVEMENTS

- Recognized and awarded for outstanding performance as a Teller on the We Care platform at the branch 2019
- Received the Best Performer Award for First Source at November 2012
- Honored with the "Wow Customer Service" Award at Dialog Pvt Ltd
- Acknowledged as the top performer for the first quarter of 2013 at First Source, Dialog Pvt Ltd

LANGUAGES

English - Professional proficiency
Tamil - Native proficiency
Hindi - Intermediate proficiency

Malayalam - Intermediate proficiency
Arabic - Intermediate proficiency