

Djalal Kraloua

Sales management



PROFILE

A seasoned banking services professional, I have expertise in banking operations, customer dealing team management and reporting, I also have hands of experience of independently Managing branch operations.



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Doha Qatar.



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EXPERIENCE Import/Export Sales Representative BE TO BE (2015 - 2020) SARL Ketanshingles ALGERIA

- Successfully identified customer or market opportunities and maintained positive business relationships.
- Work to understand the needs of potential customers before making appropriate suggestions.
- Work to establish and retain clients.
- Maintained a thorough knowledge of our products line.

EXPERIENCE CPA BANK OF ALGERIA 2013 -2015

- Supervising and coordinating activities of workers engage in receiving and paying out money and keeping record of transactions. Performing a variety of teller and leadership duties involving a maximum staff of tellers.
- Controlling the branch operations by head office.
- Efficient handling / monitoring of administrative and service matters of the branch.
- Verifying cash when overages / shortages occur, assassinating when balancing problem occur using knowledge of common errors.
- Maintaining cash limit and acting as custodian for vault.
- Supervising branches ATM and real time Gross settlements.
- Dealing with taxation matters
- Provide useful suggestions and advice to the management for the bank's operations improvement.
- **CUSTOMER SERVICE MANAGER CASH PROCESSING CENTER**
- Manage cash for all region branches from other banks.

A L FARDAN EXCHANGE DOHA QATAR OCT 2022-FEB 2023

- Processed daily transactions , including deposits, withdrawals , loan payments, and selling cashiers checks.
- Accurately maintained records of each transaction and ensured all documentation and paperwork was in place and within complians.
- Assisted clients with various questions and concerns related to their accounts and bank products .

EDUCATION

Human resources degree in professional institute Oran CFPA 2013 Night school
B.A., Communications and Public Relations, University Oran 1 Ahmed ben Bella, 2013
Diploma of European Education DEIF B2, Institute CCF Oran, January 2012

KEY SKILLS

Microsoft Office

HubSpot

MailChimp

Google Workspace

LANGUAGES SKILLS

ARABIC (Native speaker)

FRENCH

ENGLISH

PROFESSIONAL EXPERIENCE