

# Raed Abdullah Al Ibrahim

Town Square, Al Ain, UNITED ARAB EMIRATES



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Email: [raad.just@gmail.com](mailto:raad.just@gmail.com)

**Language Skills: Arabic and English**  
**➔ UAE Driving License Holder**

## Personal Information:

<b>Date of Birth:</b>	30 <sup>th</sup> Mar 1990	<b>Religion :</b>	Muslim
<b>Gender :</b>	Male	<b>Nationality :</b>	Jordanian
<b>Civil Status :</b>	Married	<b>Passport No. :</b>	Q454865
<b>Visa Status :</b>	Employment Visa	<b>Passport Exp. :</b>	21 <sup>st</sup> Apr 2026

## Career objective:

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.

## Professional Qualification:

- 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)

## UAE Work Experience:

- ❖ **TAMAM EVENTS LLC**  
**DESIGNATION: Purchasing Representative**  
**Inclusive date:** 01<sup>st</sup> September 2022 to till dated  
**Khalifa Street, Al Ain, UAE**



### KEY ACCOMPLISHMENTS:

- 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 employs and the part time employees

## ❖ LARI EXCHANGE

**DESIGNATION: Cashier cum Customer Service Officer**

**Inclusive date: 22<sup>nd</sup> May 2021 to 15<sup>th</sup> 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.

## ❖ UAE Exchange Center L L C

**DESIGNATION: Cashier cum Customer Service Officer**

**Inclusive date: 27<sup>th</sup> Aug 2016 to 05<sup>th</sup> May 2021 UAE**



### 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 payments, 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, Go 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 authority 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.

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

## ❖ Year of Graduation: 2013

Bachelor in Banking and Finance Science's

## Technical Qualification:

### ➤ Basic Course of Computer & Graphic Designing and Desktop Publishing:

Office package of Microsoft, Computer fundamentals and internet

## Trainings & Extra cuirrcular activities:

- Anti-Money Laundering Training with Exchange Representatives
- Training on WPS, credit cards and bills payment (ADDC, ADP, Etisalat, DU)

## References:

Available upon request.

## Declaration:

I do hereby certify that given particulars furnished by me are true and correct to the best of my knowledge.

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 Raed Abdullah Al Ibrahim