



## HAJIR AL-MAMOORI

- Extensive experience in cash handling, sales, and customer service
- Excellent ability to supervise teller line, coach teller awareness, and correct differences.
- Thorough knowledge of teller and bank policies and procedures
- Excellent interpersonal and organizational skills
- Superior customer service and communication skills
- Good leadership, training and interviewing skills
- Ability to work accurately and deal with job pressure and deadlines.

**PHONE:**

+971589171762

**EMAIL:**

[Hajiralmamoori22@gmail.com](mailto:Hajiralmamoori22@gmail.com)

**Address**

Dubai, UAE

[Dubai investment park](#)

**LANGUAGES**

ARABIC

---

ENGLISH

---

**DRIVING LICENSE**

Light Vehicle

**Nationality**

Iraqi

**Visa Status**

Resident Visa

## EDUCATION

---

**University of Technology**

2009 - 2013

**Mechanical engineering**

## WORK EXPERIENCE

---

**World Islamic Bank - Head teller**

02/2018 – 11/2022

- Supervise the activities of the teller operations area by assigning work, answering questions, solving problems, helping with complex transactions and sensitive member relations problems, explaining policies and procedures to members, and providing assistance to the teller staff when needed.
- Approve transactions that are an exception to the credit union policy or transactions that require a supervisor override. Approve refunds of member service fees and charges when applicable.
- Serve as vault teller for the Credit Union, which includes ordering the cash from the Federal Reserve, verifying cash received, filling teller cash orders, maintaining full vault security and balancing vault cash nightly.
- Oversee adequate availability of daily cash, money orders, and traveller checks for the Credit Union.
- Investigate teller losses and institute corrective measures.
- Ensure that the staff is trained and cross-trained in all phases of their particular job(s) to ensure quality service to the membership.
- Reconciled cash and cheques against computer records at end of shift.
- Cashed customer cheques, including verifying identification and checking account balances in accordance with bank policy.
- Identified and eliminated errors when balancing cash point transactions, teller cash dispensers and teller cash recyclers.
- Received detailed performance reviews and focused on areas of opportunity to improve teller skills.
- Acquired and maintained knowledge of emerging technologies and customer virtual interactions.
- Demonstrated expertise in identifying and mitigating potential fraud and transaction risks.
- Adhered to strict financial and customer data guidelines to avoid breaches and information misuse.
- Prepared official cheques for customers and internal bank needs.

**Altaif Islamic Bank - teller**

06/2018 – 01/2020

**Trade Bank of Iraq – (TBI Bank) Customer Service Supervisor**

12/2015 – 11/2019