



HUSAM ALAWAD

TELLER



Al Muwaiji, Alain, United Arab Emirates



056-2295882



Husam.Alawad@hotmail.com

ABOUT ME

Analytical, Finance And Accounting Professional, with 2+ years of extensive experience in bank reconciliation, cash Mangement, customer transactions and providing exceptional customer service. Exceptionally organized and focused, demonstrating an outstanding aptitude to manage and balance a variety of financial transactions in a fast- paced environment

LANGUAGES

ARABIC

ENGLISH

DRIVING LICENSE

Driving license category
Light Vehicle

PERSONAL DETAILS

Date of birth
27/08/2000

Nationality
Syrian

Visa status
Employment Visa

Marital status
Single

WORK EXPERIENCE

REDHA ALANSARI EXCHANGE

Sharjah City Center
Branch - Alain Zakher
Branch
Mar 2021 - Present

TELLER

1. Responsible for operating equipment to receive and transfer funds .
2. Achieving the branch target every month.
3. Assisting customers with there enquiry and questions inperson or on telephone .
4. Accurate applying all remittance to the various customer accounts and remittance advice .
5. Ensure that signatures are taken from all customers on the kyc and the voucher .
6. Working in a multi skilled position across different types of fund transfer
7. Inputing and verifying confidential data to process transfer .
8. Assisting The branch with administrative functions such as answering inbound calls, transfer calls, filling documents and sending e-mails and reports .
9. Responsible for counting the cash in the drawer at the end of the shift and make sure the amounts balance.

MIDWAY MARKETING Dubai Aug 2019 - Oct 2020

customer Service

1. Managing large amounts of calls in a timely and effective manner.
2. Identifying customer needs.
3. Researching customer problems.
4. Providing the right solutions to customers.
5. Maintaing excellent KPI records in terms of conversations quality.
6. Following communication scripts.
7. Taking opportunities to upsell to customers.
8. Conducting customer research

EDUCATION

TOWAM PRIVATE SCHOOL Alain 2018

High school diploma

SKILLS

FINANCIAL SOFTWARE

FINANCIAL SKILLS

GENERAL MATH SKILLS

MANAGEMENT

CUSTOMER SERVICE

DOCUMENTATION SKILLS

VERBAL COMMUNICATION

ATTENTION TO DETAIL

MARKETING MANAGEMENT

RESEARCH

CASH HANDLING

COMPLEX PROBLEM SOLVING

ANALYTICAL & CRITICAL THINKING

TEAM WORK