



# Kasem Aldbiat

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## Profile

Customer service management with excellent communication skills demonstrated by years of experience. Focused, goal-driven and dedicated individual looking to work and utilize exceptional scientific and analytical skills to provide quality information and results.

## Work Experience

**RELATION OFFICER: FIRST MICROFINANCE BANK**

**SYR 2020-2023**

- Financing micro-enterprises
- Studying the feasibility of the projects.
- Data entry for the clients.
- Building business relations with clients and marketing products.
- Studying the loan applications.
- Supervising micro-enterprises.
- Enhance the bank's reputation.

**CASHIER: FIRST MICROFINANCE BANK**

**SYR 2018–2020**

- Handle cash transactions with customers using cash registers.

- Collect payments
- Issue receipts, refunds, change or tickets.
- Make sales referrals, cross-sell products and introduce new ones.
- Resolve customer complaints, guide them and provide relevant information.
- Keep reports of transactions.

**CUSTOMER SERVICE REPRESENTATIVE: MTN Telecom Company**

**SYR 2017– 2018**

- Identifying and assessing customers' needs to achieve satisfaction.
- Provide accurate, valid and complete information by using the right methods/tools.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits.
- Follow communication procedures, guidelines and policies.
- Keep records of customer interactions, process customer accounts and file documents.
- Handle cash transactions and Collect payments.
- Issue receipts

## Education

- **Bachelor of Faculty of Economics, Banking and Finance**  
Hama University Hama, Syria Jun 2015

## Courses

- International accounting course on the Al-Amin program.

AJYAL CENTER

**SYR 2013**

- Certificate in Excellence in Customer care & Service.

FIRST MICROFINANCE BANK

**SYR 2022**

## Skills

- Excellent communication skills
- Arabic/English public speaking
- Management and teamwork
- Inventory management.
- Budgeting and forecasting.
- Tax preparation.
- Financial reporting.
- Computer Skills :Word ,Excel ,Outlook and PowerPoint

## Personal Information

**Marital Status:** Single

**Nationality:** Syrian

## LANGUAGES

**Arabic:** Mother tongue

**English:** professional working proficiency