

Safia Mubark

Bank teller

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Abu Dhabi, United Arab Emirates

EXPERIENCE

Bank teller
Bank of Khartoum
08/2015 - 04/2023

- Assisted customers in a professional and friendly manner, providing information and guidance on account inquiries, transaction details, and banking services.
- Conducted cash and check transactions, accurately balancing cash drawers at the beginning and end of each shift.
- Processed deposits, withdrawals, and loan payments, ensuring compliance with bank policies and regulations.
- Detected and resolved discrepancies in customer transactions and reported any fraudulent activities promptly.
- Trained and mentored junior bankers in the bank's procedures, ensuring their understanding and adherence to established protocols.

EDUCATION

Economics & political sciences
Omdurman Islamic university
06/2011
Bachelor

CERTIFICATES

Certified Islamic banker
Bank of Khartoum

Anti-money laundering and compacting of terrorism
Bank of Khartoum

Excellence in customer service
Bank of Khartoum

SUMMARY

Dedicated and detail-oriented bank teller with 8 years of experience in providing excellent customer service and managing financial transactions accurately. Seeking an opportunity to contribute my skills and expertise to a reputable financial institution.

SKILLS

Cash handling and drawer balancing
Proficiency in banking software and computer applications
Knowledge of banking regulations and compliance
Customer service and relationship building
Attention to detail and accuracy
Effective communication and interpersonal skills
Multitasking and working under pressure

LANGUAGES

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|---------|--------|
| Arabic | Native |
| English | Fluent |