



Obida Hasan Jrab

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Objective

Seeking new challenges to join a progressive organization that effectively utilizes my professional experience and offers opportunities for advancement

Personal Information

- **Gender:** Male.
- **Marital Status:** Single.
- **Driving License:** UAE Driving License.
- **Visa Status:** Employment UAE Visa expire 2022.

Languages:

- **Arabic**, as a native first language.
- **English**, as a second language.

Education

- **Aleppo University**, Technical Diploma Certificate in Medical Sciences
Specialized in Pharmacy with 4.28/4.5 CGPA (Excellent with Honor)

Work Experience

- **Customer Service at Al Fuad Exchange, Sharjah branch, Sharjah, United Arab Emirates, October 2020 to present.**
 - Processing, paying and receiving transactions for all products and services which includes but not limited to; Western Union, X Press Money, Speed Remit, E Z Remit, Royal Money and Trans Fast.
 - Processing salaries through wages Protection System (WPS), foreign exchange buying and selling currencies.
 - Bank Remittances (Bank Account, Cash Pick Up, Door to door, Credit to other Bank).
 - Paying credit cards, mobile phone products payments (EZY Top) and Issuing National Bonds Certificate Purchase
 - Paying airline ticket reservations (Air Arabia-Fly Dubai), Insurance, Newspaper product (Al WASEET) and Labour guarantee deposits.
 - Collecting required supporting documents (master document for remittance, copies of IDs, trade license, invoices and LOA) for any transaction conducted.
 - Applying and following AML rules policy and procedures of the company.
 - Handling customer's complains and find suitable solutions to achieve a proper level of customer satisfaction.
 - Answering customer's questions and provide information on procedures and policies face to face or through phone.

- **Customer Service at UAE EXCHANGE, Dubai, United Arab Emirates, April 2018 to September 2020.**
 - Front liner giving the best customer service as set by the company and dealing with customer needs regarding remittances, which include instant cash transfer, bank telex transfer and swift transfer all around the world either individual or corporate transactions.
 - Answer customers' questions, and provide information on procedures or policies.
 - Selling and purchasing of all currencies as foreign exchange as well as buying travellers Cheque.
 - Creating WPS files including SIF CREATION, proper documentation etc.
 - Sending TT, ET, INSTANT MONEY TRANSFER, and WESTERN UNION worldwide.
 - Manage and handle the cash transactions at the counter and ensure the delivery of quality service to customers while adhering to operational controls and avoiding cash excesses and shortages.
 - Buying and selling foreign currencies, ensuring to up-sell and cross-sell at all times.
 - Achieve smooth and error-free transactions within the branch.
 - Ensure all tasks are accomplished within timescales and with a high degree of accuracy.
 - Handle Remittance and Foreign Currency Related queries from Customers / Clients.
 - Create End of the Day Reports for Western Union, Xpress money, bank transfer, funding report and other essential reports and compliance to Asst. manger, Branch Manager and Area Manager.
- **Medical Sales Representative at ALPHA Pharmaceutical Company, Aleppo, Syria Jan 2013 – Oct 2014.**
 - Key Result Areas :**
 - Emphasized on promoting ALPHASTAT (Orlistat) for one year and monitored the competitors' initiatives.
 - Authenticated the prescription volumes for products from pharmacist.
 - Provided counselling to the medical representative on new products and devised appropriate sales pitch till leaving company due to political problems in Syria.
 - Significant Accomplishments :**
 - Holds the merit of increasing and surpassing the projected sales & profit every quarter ie. 2 million Syrian Pound every quarter (equal to 200,000 AED).
 - Significantly contributed in arranging major medical conferences in Aleppo.
 - Played a pivotal role in establishing excellent rapport with doctors.

Abilities & Skills:

- Observing and learning new systems.
- Well organized and task oriented.
- Dealing with people of diverse cultures with good communication skills.
- Achieve Tangible Results.
- Self-motivated and hardworking.
- Achievement driven and performance oriented.

References:

Upon request.