

Badr Eddin Hakim

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Results-driven administrative, banking, and finance professional with a robust background encompassing client-facing and back-office roles within the banking and finance sector. Boasting three years of expertise as a skilled Accountant, administrative and financial assistant, coupled with a year-long tenure as a proficient bank teller and Retail Banking Officer. My academic qualifications include a Master's degree in Business Administration and a Bachelor's degree in Economics with a specialization in Accounting, reflecting a solid foundation in financial operations. My journey has equipped me with a diverse skill set aligned with the dynamic demands of the Banking, administrative, financial and accounting sectors.

EXPERIENCE

Teller / Retail Banker

Oct 2022 - Oct 2023

Bank of Jordan, Latakia

- Assisting customers with processing transactions, such as deposits, withdrawals, or payments, resolving complaints or account discrepancies, and answering questions.
- Informing customers about bank products and services.
- Maintaining and balancing cash drawers and reconciling discrepancies.
- Handling currency, transactions, and confidential information in a responsible manner.
- Initiating sales with potential customers over the phone.
- Gathering and documenting customer information, payment methods, purchases, and reactions to products.
- Keeping up to date on all products and informing customers of new products.
- Assisting customers with their banking needs.
- Providing advice and suggestions.
- Cross-selling financial services and products.
- Resolving customer complaints.
- Performing basic office and clerical duties.
- Monitoring and filling ATMs.
- Doing clearing house tasks.
- Performing Head Teller duties when required.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.

Banking Intern

Aug 2022 - Aug 2022

Bank of Jordan, Latakia

- Assisting employees in performing their tasks.
- Understanding ways to deal with customers.
- Understanding methods of marketing banking products.
- Learning about the services provided by the bank.
- Understanding each department's tasks.

Islamic Banking Intern

Jan 2022 - Feb 2022

SYRIAN INTERNATIONAL ISLAMIC BANK (SIIB), Latakia

- Understanding Islamic financing formulas.
- Explaining the difference between Islamic and conventional banks.
- Assisting employees in performing their tasks.

- Understanding ways to deal with customers.
- Understanding methods of marketing banking products.
- Learning about the services provided by the bank.
- Understanding each department's tasks.

FINANCIAL/ADMINISTRATIVE ASSISTANT

Jan 2017 - Jan 2020

AL-KASSAB CO. FOR IMPORT & EXPORT, Latakia

- Conducting daily accounting operations.
- Providing support to the Accounting Department.
- Performing basic office tasks, such as filing, data entry, answering phones, processing the mail, etc.
- Providing inspection and audit of inventory
- Handling communications with clients and vendors via phone, email, and in-person.
- Processing transactions, issuing checks, and updating ledgers, budgets, etc.
- Conducting bank transactions on a daily basis (deposit - withdrawal).
- Ensure that the money received from customers is counted and checked correctly.
- Conducting daily cash transactions with customers and merchants.
- Maintain polite and professional communication via phone, e-mail, and mail.
- Conducting government transactions

EDUCATION

Master of Business Administration (M.B.A.)

2020 - 2022

Syrian Virtual University, Latakia

Bachelor's Degree - Accounting

2014 - 2019

Tartous University, Tartous

SKILLS

Arabic and English Speaker, Microsoft Office, Outlook, Social Media Management, Surfing and Internet Research, WordPress, AI Tools, Data Entry, SEO-friendly content, Content editing, Accounting, customers service, Cash handling, Exchanging Currency, Team Leading, Effective communication

LICENSES & CERTIFICATIONS

Customer Relationship Management

2022

HP LIFE

Global Islamic Finance and Banking

2022

Edgy Global Management Group

Coaching Practices

2020

University of California, Davis

The Fundamentals of Digital Marketing

2019

Google Digital Garage

Effective Leadership

2019

HP LIFE