

IHAB YASEEN

Customer Service Officer/Foreign Currency Cashier

Mobile Number: +971 56 980 6673

Email Address: ehabyaseen93@yahoo.com

Home Address: Al Jafiliya Dubai, United Arab Emirates



SUMMARY

An efficient, organized, and approachable person who is always willing to help for the advancement of the team. Possessing fast and effective office skills, with knowledge and experience in using software packages. Presently searching for a suitable role with an exciting and progressive company.

EXPERIENCE

Customer Service Officer/Foreign Currency Cashier

ZARKA EXCHANGE

07/2023 - 01/2024 Amman, Jordan

- cashier's checks, traveler's checks, and series e bonds
- Answers questions in person or on telephone and refers customers to other bank services as necessary
- Records transactions by logging cashier's checks, traveler's checks, and other special services preparing currency transaction reports
- Cross-sells bank products by answering inquiries, informing customers of new services and product promotions, ascertaining customers' needs, and directing customers to a branch representative
- Reconciles cash drawer by proving cash transactions, counting, and packaging currency and coins
- Maintains supply of cash and currency and turns in excess cash and mutilated currency to head teller
- Maintains customer confidence and protects bank operations by keeping information confidential
- Contributes to team effort by accomplishing related results as needed

Customer Service Officer

ZAMZAM EXCHANGE

03/2023 - 07/2023 Amman, Jordan

- Serves customers by completing account transactions
- Provides account services to customers by receiving deposits and loan payments, cashing checks, issuing savings withdrawals, and recording night and mail deposits
- Reconciles cash drawer by proving cash transactions, counting, and packaging currency and coins
- Maintains supply of cash and currency and turns in excess cash and mutilated currency to head teller

EDUCATION

Bachelor's in Hotel Management

THE HASHEMITE UNIVERSITY

02/2015

SKILLS

CUSTOMER SERVICE SKILLS

MICROSOFT OFFICE

OPERA PMS

CUSTOMER SERVICE SKILLS

OWN VISA

UAE VALID DRIVING LICENSE

LANGUAGES

Arabic Native

English Proficient

TRAINING / COURSES

Practical training in hotel management ,
Grand Millennium Hotel Amman

VOLUNTEERING

Voluntary community work

LOYAC

2013 - 2015

EXPERIENCE

Foreign Currency Cashier

AI ANSARI EXCHANGE

📅 01/2018 - 12/2022 📍 Dubai, UAE

- Answers questions in person or on telephone and refers customers to other bank services as necessary
- Records transactions by logging cashier's checks, traveler's checks, and other special services preparing currency transaction reports
- Cross-sells bank products by answering inquiries, informing customers of new services and product promotions, ascertaining customers' needs, and directing customers to a branch representative
- Reconciles cash drawer by proving cash transactions, counting, and packaging currency and coins
- Maintains supply of cash and currency and turns in excess cash and mutilated currency to head teller
- Complies with bank operations and security procedures by participating in all dual-control functions, maintaining customer traffic surveys, auditing other tellers' currency, and assisting in certification of proof
- Maintains customer confidence and protects bank operations by keeping information confidential

Bakery Supervisor

KAF GROUP

📅 04/2015 - 12/2017 📍 ABU DHABI, UAE

- ABU DHABI * Supports the Store Manager in all tasks necessary to the efficient operation of the store
- Maximizes personal and store sales by providing the highest level of customer satisfaction
- Communicates stock replenishment needs to Management team
- Comprehensibility/company policies and procedures
- Any other task as assigned by management
- Ensures that all merchandise is properly and attractively displayed including the maintenance of personal and staff areas of responsibility (i.e., Visuals Manager, Training Manager)
- Ensures that all employees comply with company policies, practices & procedures