

Mohammad Rakan Kusser

- PERSONAL INFORMATION:

- E-mail: M.rakankusser@gmail.com
- Contact No: +971 50 370 5053
- Address: Mirdif, Dubai U.A.E
- Nationality: Syrian
- Date of birth: 7Th April, 1994
- Marital Status: Single
- Visa status: Tourist Visa (Valid until: 18/4/2024)



- OBJECTIVE:

I am a skilled individual with mid-level experience in banking sector focused on superior banking activities, using these skills I am looking for a company to be a valuable asset to the company that I will work for.

- WORK EXPERIENCE:

○ AL- BARAKA BANK SYRIA (Homs, Syria)

Universal Customer Service Officer

(Jan 2021 to Dec 2023)

- Provide splendid customer services to customers in a friendly and courteous manner at all times.
- Clarify about the banking products and services and respond to all inquiries accordingly.
- Improve customers' banking experience with the bank by ensuring that the customers are attended to promptly and all their challenges are resolved without delay.
- Ensure that all the bank's policies and procedures, code of conduct and regulatory guidelines are strictly complied with in the process of discharging duties.
- Inform and suggest new banking products to customers to increase the bank sales.
- Provide information to customers on their account status and account balances.
- Open new bank accounts through KYC process according to laid down rules and guidelines.

- Suggest effective ways through which the bank can promote its products and services and increase customer satisfaction.
- Participate in marketing and awareness campaigns in the bank to create an enlarged customer base.
- Be involved in performing some financial related and marketing transactions.
- Continuously update skill by participating in professional trainings, go for courses as instructed by management and be willing to contribute acquired knowledge to the development of the bank.
- Follow anti- money laundry procedures to identify for any money laundry behavior.

(www.albaraka.com.sy)

○ **AL BARAKA BANK SYRIA (Homs, Syria)**

Bank Teller

(Jan 2020 to Dec 2020)

- Handle transactions for customers, including check cashing, deposits, withdrawals.
- transfers, loan payments, cashier's checks, and opening and closing of accounts
- Identify customer needs, provide information on new products and services, and direct customers to branch representatives as needed
- Reconcile cash drawers at the end of the shift, count and package coins and currency, turn in any excess or damaged currency to head teller
- Track, record, report, and store transactional information and special requests.
- Provide a high level of customer service, offering answers and assistance with a smile.

(www.albaraka.com.sy)

○ **JCI (junior chamber international organization) (Homs, Syria)**

Member (2-2023 to 12-2023)

- Attend different training courses about international business
- Work on projects based on the organization standards
- Training new member about courses based on every individual domain

- EDUCATIONAL BACKGROUND:

- **AMERICAN UNIVERSITY OF SCIENCE AND TECHNOLOGY (BEIRUT, LEBANON)**
(2013 to 2018)
 - Bachelor of Science in Business Management
- **JUNIOR CHAMBER INTERNATIONAL HOMS**
 - Certificate in (JCI Homs jobs training) (2021)
 - Certificate in workshop (freelance to your startup business) (2021)
- **ENGINEERS SYNDICATE OF DAMASCUS GOVERNMENT**
 - Certificate in (Basic Skills in Primavera P6 for Projects Management) (2019)
- **EUROPEAN COMPUTER DRIVING LICENCE FOUNDATION**
 - Certificate in (ICDL- International Computer Driving license)
 - (2011)

- LANGUAGES

- Arabic language: native / English language: Full – Proficiency

- SKILLS

- Time management, customer service, Microsoft office, Planning, sales management, Flexible, work under pressure, Team work, responsible, soft skills, banking, Customer relationship management, multitasking, oral communication

- REFERENCES

- References available upon request