

Abdualfatah Hassan

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Objective

Results-driven Teller Customer Service Representative with 5 of experience in the banking industry. Proficient in providing exceptional customer service while efficiently handling a wide range of financial transactions, including deposits, withdrawals, and account inquiries. Adept at leveraging strong communication skills to address customer needs, resolve issues, and promote bank products and services. Diligently ensures compliance with security protocols and regulatory requirements to safeguard assets and prevent fraud. Skilled in cash handling, accurately balancing cash drawers, and collaborating with team members to optimize branch operations. Seeking to leverage proven expertise to contribute to the success of your company while delivering outstanding service to customers.

Core Competences And Skills

- Customer Service, Communication, Financial Transactions Proficiency, Cash Handling, Product Knowledge, Problem-Solving, Attention to Detail, Teamwork, Security Awareness, Adaptability: Flexibility, Sales and Cross-Selling, Time Management, Computer Proficiency, Emotional Intelligence, Conflict Resolution, Regulatory Compliance, Numerical Aptitude, Attention Management, CRM Familiarity, Continuous Learning

Work Experience

- **Alnile Bank for Commerce and Development** May 2018 - September 2021
Customer Service Teller Kassala Sudan
 - Efficiently processed customer transactions, including deposits, withdrawals, and other financial transactions.
 - Provided exceptional customer service by addressing inquiries, resolving issues, and promoting bank products.
 - Balanced cash drawers accurately at the beginning and end of shifts, ensuring financial accuracy and compliance.
 - Actively engaged customers to cross-sell bank products and services, resulting in increased sales revenue.
 - Maintained strict adherence to security protocols and regulatory requirements to safeguard assets and prevent fraud.
 - Collaborated with team members to ensure smooth operations and achieve performance targets.
- **Alnile Bank for Commerce and Development** September 2021 - April 2023
Customer Service Teller Khartoum Sudan
 - Conducted prompt and accurate processing of diverse financial transactions, including deposits, withdrawals, and account inquiries.
 - Delivered superior customer service by promptly addressing inquiries, resolving issues, and providing information on various banking products and services.
 - Ensured precision in cash handling activities, consistently balancing cash drawers at the commencement and conclusion of each shift.
 - Proactively engaged customers in discussions to identify their financial needs and successfully cross-sold relevant bank products and services.
 - Maintained meticulous adherence to security procedures and regulatory guidelines to uphold the integrity of the bank's operations.
 - Collaborated closely with team members to optimize workflow efficiency and achieve collective performance objectives.

Education

- **Sudan University of Science and Technology** 2017
Bachelor degree in Accounting and Finance
- **IMA** 2023
CMA Diploma

Languages

- Arabic Language: Native English Language: Fluent