



HASSAM HAMMYUN

Bank officer

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Address

Dubai United Emirates Arab

About Me

Pursuing a Mc settlement officer Emirates Islamic bank and Bank teller position with Emirates Nbd Bank & Exchange Houses & Electromechanical Works with the purpose of giving customers exemplary service through careful attention to detail, excellent communication skills, and utilization of math and computer skills and all Foreign Currency and Cross Selling all the banking Products like Credit Card Etc.

Skills

- CAP
- Crosse Selling Banking Products
- Best Customer Service
- EXCELLENCE SERVICE AWARD
- Heart Saver First Aid CPR & AED
- Basic Fire Safety
- Customer Service Week
- Job Enrichment Programmed
- Microsoft Off ice
- Computer Basic

Reward

Certified Best Customer Services Enbd 2016 & 2017
GEM Awards
Foreign Currancy Exchange UAE Exchange 2012
Best Performer Fc Teller
Certified UAE Exchange LLC 2008
Job Enrichment Programmed
Certified Best Customer Services Week 2011 UAE Exchange LLC
Customer Services week
Certified Best Customer Services ENBD
Best Customer Services
Certified Best Customer Services ENBD

Languages

English
Arabic
Urdu

Experience

MC Settlement Officer, 8-Aug-2023 - Till now

Pact Employment Services (Emirates Islamic Bank)
Dubai United Arab Emirates

- Formulate business strategy with others in the executive team
 - Design policies that align with overall strategy
 - Implement efficient processes and standards
 - Coordinate customer service operations and find ways to ensure customer retention
 - Manage contracts and relations with customers, vendors, partners and other stakeholders
 - Evaluate risk and lead quality assurance efforts
 - Oversee expenses and budgeting to help the organization optimize costs and benefits
 - Mentor and motivate teams to achieve productivity and engagement
 - Coordinate and follow the trading files in Tanfeeth to make sure the trading on time.
 - After the trading follow the funds transfer in customers account and issue the MC instructions.
 - Provide the professional support to the sales team regarding the necessary documents required for the trading.
 - Provide the best operational support to the team and maintain the timings for the best results.
- Support the concerned department by providing: on-time, detailed and accurate communication gathered from customer and follow up with the customer and inform the resolution

Customer Relationship Manager,

25-Oct-2018 to 27-Dec 2022

Quick and Simple Fix Electromechanical Works L.L.C

Build relationships with key employees among customers Create plansto address clients'business needs
Advise clientson creating profitable processes

Scheduleregular meetings with customers to ensure they are satisfied

Act as point of contact for complaints and escalate issues as appropriate Helpsales team up-sellor cross-sell servicesand products

Ensure both the company and clients adhere to contract terms Studycompetition to find new ways to retaincustomers

Set sales and revenuetargets and work diligently to meet them

Collaborate with internal teams (e.g. sales, engineers, Inspection the Property on time) to addresscustomers' needs

Bank Teller

28-Jan-2013 to 25-Sep-2018

Emirates NBD Bank

Personal Banking PriorityBanking Private BankingBusiness Banking (Attendingall the Internal and External clients issue sending Email to the RM's gettingApproval for TOD and liabilities exceed as par bank Policy)

Check Cashing, depositing, salary transfers, wire transfers Savings deposits, withdrawals Issuing negotiable items (cashier's cheques, traveler's cheques) Payment collecting

Promotion of the financial institution's products (Credit Card loans, mortgages, etc.)

Cash advances Resolving customer issues Balancing the vault, cash drawers Handling good business relationship with corporate clients

Priority Banking & Private banking & Business banking & Corporate Banking Clients as par policy and RM's Instructions need to arrange the cash form the head office

Manager Chq and Demand Drafts need to prepared as par Requirements for the clients.

Daily CDM Chq receiving and Drop box chq & TT request need to post on time as Parcentral bank &ENBD policy.

ICCS chq scanning and getting report and sending emails as par Policy Daily

Foreign Currency Teller & Remittance Teller

21-May-2008 to 26-Dec-2012

UAE Exchange LLC

Abu Dhabi Main Branch) (Etihad Airways branch) (Baniyas Abu Dhabi Branch) (Al Raha Mall Branch) (Khalidiyah Branch) •Dealing customer of all nationality Remittance and Exchange Currency and Credit card payments Receive •Dealing corporate clients for TT and DD Handling day to day Cash flow. •Foreign Currency & Travelers Cheque handling. •Handling wholesale Foreign Currency buying and selling. Trainer for Cash handling and Anti Money laundering •Inspecting daily fund transfers. Registering companies for Salary payouts (WPS). •Daily closing Report sending to Manager and Area Manger for Margin for foreign Currency & Reporting for Holding Cash as par the Central bank Policy •Gold Card Sale club exclusive cards and Global Cross Currency Card •Opening Account Highest Number of Pakistan bank UBL MCB and Promoting Remittance send money to Pakistan

Education

Bachelor Of Commerce I.T, Punjab University Lahore Pakistan

Passed From Punjab Lahore (B.com)

2005 - 2007

Higher Secondary School (I.COM), Lahore College Of Commerce

Passed From Punjab Lahore (I.COM)

2003 - 2005

Class 10th Board Examinations, Lahore Board of Pakistan

Passed From Punjab Lahore (Computer Science)

2001 - 2003