



OBADAH RADWAN MOHAMMAD AL-QWASMEH

Branch Operations | Customer Service |
Cash Handling | Team Management



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Deira, Dubai, UAE



Areas of Expertise

- Customer Service
- Sales and Marketing
- Business Development
- Branch Operations Management
- Legal and Regulatory Compliance
- Risk Management
- Strong Product Knowledge
- Customer Needs Assessment
- Financial Products and Services
- Staff Training and Development
- Customer Relationship Management (CRM)
- Complaint Handling and Resolution
- Cash Handling Procedures
- Problem Solving and Decision Making
- Leadership and Management
- Positive Attitude and Work Ethic



Education

- Bachelor's Degree in Tourism
Al Yarmouk University, Jordan
January 2012



Personal Information

Date of Birth: 28th December 1989
Nationality: Jordanian
Languages: Arabic and English
Visa Status: Residence Visa (Dubai)
Driving License: Valid UAE Driver's License
References: Available Upon Request



Professional Profile

- A strategic and results-oriented professional with **over 10 years** of progressive experience in managing **day-to-day branch operations**, delivering **exceptional customer service**, and implementing **effective strategies to enhance revenue growth, productivity and profitability**.
- Distinguished career reflects knowledge of **financial products & services, regulatory compliance, and risk management practices** with proven expertise in **process improvements, client relationship management, cash handling processes, and correspondence management**.
- Exceptional **communication (fluent in Arabic and English), negotiation, and interpersonal skills**, enabling the **delivery of clear instructions to staff, effective collaboration with cross-functional teams, and seamless interaction with clients from diverse backgrounds**.



Career Objective

Seeking a challenging role in a forward-thinking organization where strong background in operations, industry knowledge, and leadership skills will be utilized in driving operational excellence, enhancing customer satisfaction, optimizing cash management processes, and leading a dynamic team.



Career Snapshot

Sep 2015 – Jun 2023	ASSISTANT BRANCH MANAGER Al Ansari Exchange, UAE
Apr 2014 – Sep 2015	RECEPTIONIST Dead Sea Spa Hotel, Jordan
Apr 2012 – Dec 2013	FOOD AND BEVERAGE ATTENDANT Kempinski Hotel Ishtar Dead Sea, Jordan



Computer Skills

- Microsoft Office Suite:** Word, Excel, PowerPoint, Outlook
- Remittance Software**
- Customer Relationship Management (CRM) Software**
- Communication Tools:** Email and Video Conferencing Platforms
- Windows Operating Systems**



Key Achievements

- Implemented streamlined processes and procedures that significantly improved the branch's operational efficiency.
- Conducted customer service training programs for staff, resulting in increase in customer satisfaction scores and positive feedback from clients.
- Successfully developed and executed targeted sales strategies (i.e., cross-selling initiatives) that led to a substantial increase in revenue generation.



Employment History

ASSISTANT BRANCH MANAGER

Sep 2015 – Jun 2023

Al Ansari Exchange, UAE

JOB RESPONSIBILITIES:

Branch Operations Management:

- Managing and overseeing the day-to-day operations of the branch, ensuring smooth functioning of various services offered by Al Ansari Exchange.
- Supervising and coordinating activities of staff to ensure operational efficiency, while monitoring cash transactions to prevent errors and discrepancies.

Customer Service

- Extensive experience in interacting with diverse customers to address their inquiries, resolve issues, and provide assistance in various financial transactions.
- Employing strategic initiatives and action plans to ensure excellent customer service standards are maintained, and customer complaints are addressed promptly.

Team Supervision and Training

- Instrumental in supervising, mentoring, and training new branch staff, including tellers and customer service representatives.
- Conducting regular performance evaluations and provide feedback to staff members.

Compliance and Security

- Ensuring compliance with company policies, procedures, and regulatory requirements.
- Implementing security measures to safeguard the branch against fraudulent activities and theft.

Sales and Marketing

- Providing comprehensive support in formulating and implementing innovative marketing strategies to promote Al Ansari Exchange products and services.
- Collaborating with the marketing team to strategically attract new customers and retain existing ones.
- Identifying opportunities for business growth and customer acquisition in collaboration with the management team to develop and implement strategies to increase branch revenue.

Administrative Duties

- Handling administrative tasks related to branch operations, including staff scheduling, inventory management, and reporting.
- Leading the preparation, preservation and submission of accurate records and reports related to branch activities.

RECEPTIONIST

Apr 2014 – Sep 2015

Dead Sea Spa Hotel, Jordan

JOB RESPONSIBILITIES:

- Responsible for welcoming guests as they arrive at the hotel with a warm and friendly demeanor while providing information about the hotel facilities, services, and local attractions.
- Efficiently handled guest check-ins and check-outs, ensuring a smooth process; collected necessary guest information and process payments accurately.
- Managed hotel reservations, including booking, cancellations, and modifications; kept track of room availability and ensured accurate information is provided to guests.
- Strategically handled and resolved guest complaints and concerns in a professional and timely manner.
- Answered phone calls promptly and professionally, directing calls to the appropriate staff members; responded to emails and inquiries, providing detailed and accurate information.

F&B ATTENDANT

Apr 2012 – Dec 2013

Kempinski Hotel Ishtar Dead Sea, Jordan

JOB RESPONSIBILITIES:

- Warmly welcomed guests as they arrive at the restaurant or bar, and provided them with a pleasant dining experience at all times.
- Accountable for taking food and beverage orders from guests, ensuring accuracy and noting any special requests or dietary restrictions.
- Acquired a thorough understanding of the menu items, including ingredients, preparation methods, and presentation, in order to provide recommendations and answer guest questions.
- Strictly adhered to all food safety and hygiene standards, as well as hotel policies and procedures.