

Badr Eddin Hakim

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Bilingual professional based in the UAE with a robust background in banking, finance, and administration. Proven expertise in customer service, retail banking operations, financial management, and administrative support. MBA and Bachelor's degree in Accounting complemented by advanced skills in Microsoft Office, social media management, and AI tools integration. Committed to delivering exceptional service, adhering to regulatory standards, and fostering team collaboration. Ready to contribute to dynamic finance and administrative environments.

EXPERIENCE

Call Center Agent

Feb 2024 - Present

Dubai Islamic Bank, Al Ain

- Attending Customer interactions and Efficiently gather related information to fulfill customer needs
- Professionally handle customers interaction and ensure that issues are resolve both promptly and thoroughly.
- Provide high class services and support on Bank's different products.
- Maintain a high level of knowledge about the Bank's product and services and ensure customers are provided with full accurate information.
- Adhere to all Bank policies and procedures corporate security policies, regulatory guidelines, industry service standards and code of conducts.
- Attend various trainings and learning programs to close the skill gap to ensure proper awareness about products and services, policies and procedures.
- Maintain effective relationship with superior and colleagues to ensure teamwork and professional work environment.
- Adhere to call center scheduling and maintain high level of adherence.

Cashier | Customer service Representative

Oct 2022 - Oct 2023

Bank of Jordan, Latakia

- Assisting customers with processing transactions, such as deposits, withdrawals, or payments, resolving complaints or account discrepancies, and answering questions.
- Informing customers about bank products and services.
- Maintaining and balancing cash drawers and reconciling discrepancies.
- Handling currency, transactions, and confidential information in a responsible manner.
- Initiating sales with potential customers over the phone.
- Gathering and documenting customer information, payment methods, purchases, and reactions to products.
- Keeping up to date on all products and informing customers of new products.
- Assisting customers with their banking needs.
- Providing advice and suggestions.
- Cross-selling financial services and products.
- Resolving customer complaints.
- Performing basic office and clerical duties.
- Monitoring and filling ATMs.
- Doing clearing house tasks.
- Performing Head Teller duties when required.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.

Banking Intern

Aug 2022 - Sep 2022

Bank of Jordan, Latakia

- Assisting employees in performing their tasks.
- Understanding ways to deal with customers.
- Understanding methods of marketing banking products.
- Learning about the services provided by the bank.
- Understanding each department's tasks.

Islamic Banking Intern

Jan 2022 - Feb 2022

SYRIAN INTERNATIONAL ISLAMIC BANK (SIIB), Latakia

- Understanding Islamic financing formulas.
- Explaining the difference between Islamic and conventional banks.
- Assisting employees in performing their tasks.
- Understanding ways to deal with customers.
- Understanding methods of marketing banking products.
- Learning about the services provided by the bank.
- Understanding each department's tasks.

FINANCIAL/ADMINISTRATIVE ASSISTANT

Jan 2017 - Jan 2020

AL-KASSAB CO. FOR IMPORT & EXPORT, Latakia

- Conducting daily accounting operations.
- Providing support to the Accounting Department.
- Performing basic office tasks, such as filing, data entry, answering phones, processing the mail, etc.
- Providing inspection and audit of inventory
- Handling communications with clients and vendors via phone, email, and in-person.
- Processing transactions, issuing checks, and updating ledgers, budgets, etc.
- Conducting bank transactions on a daily basis (deposit - withdrawal).
- Ensure that the money received from customers is counted and checked correctly.
- Conducting daily cash transactions with customers and merchants.
- Maintain polite and professional communication via phone, e-mail, and mail.
- Conducting government transactions

EDUCATION

Master of Business Administration (M.B.A.)

2020 - 2022

Syrian Virtual University, Latakia

Bachelor's Degree - Accounting

2014 - 2019

Tartous University, Tartous

SKILLS

Arabic and English Speaker, Microsoft Office, Outlook, Social Media Management, Surfing and Internet Research, WordPress, AI Tools, Data Entry, SEO-friendly content, Content editing, Accounting, customers service, Cash handling, Exchanging Currency, Team Leading, Effective communication, Active Listening, Call Handling