

**MOHAMED ABDEL AZIZ MUKHTAR**

**UAE: Abu Dhabi**

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**CASHIER**



**PERSONAL DETAILS**

❖ **NATIONALITY: SUDANESE**

❖ **VISA STATUS: ON A VISA**

**SUMMARY**

As a Bank Employee has two year experience from Bank of Khartoum in departments: (cashier, customer service, call Center (and two years customer services experience in UAE) And one year with WFP in cashier department, I prepared this CV to seek a position in a reputed firm that will provide me with an opportunity to enhance my potential further in order to utilize my hand-on experience and optimum level for maximum career growth

**EXPERIENCE**

**KELVIN CATERING SERVICE UAE**

**2021-2023**

**CUSTOMER SERVICES**

**BANK OF KHARTOUM**

**2017-2019**

❖ **CUSTOMER SERVICES**

- Opening bank accounts
- Delivery and issuance of checks
- Answering customer inquiries
- Dealing with requests and complaints
- Compiling and presenting reports, budgets, business plans, commentaries and financial statements.
- Responding to information requests, reviewing financial statements, and assisting with audits.
- Assisting the accounting manager as needed.

❖ **Call center**

- Receiving calls and solving customer problems
- Contact customer in case some banking inquiries
- Problems solving
- Responses to outgoing and incoming Emails

❖ **Cashier**

- Depositing money into customer accounts
- Withdraw cash from customer accounts
- Treasury processing
- Managing Branch workers' Salaries

**ZAIN TELECOM SUDAN**

**2019-2020**

❖ **CUSTOMER SERVICES**

- Receiving customer and providing the necessary services
- Replace calling cards
- Subscriber Data registrations
- Restarts Suspended calling cards

❖ **CALL CENTER ZAIN TELECOM SUDAN**

- Receiving calls and solving customer problems
- Contact customer
- Problems solving
- Managing Incoming and Outgoing Emails

**ALMUALIM HOTEL**

**2015-2016**

❖ **GUEST SERVICES**

- Enter Visitor Data
- Answering Hotel Inquiries
- Providing the necessary Services
- Hotel reservation service

**TRAINING Courses** \_\_\_\_\_

- Diploma of computer basic knowledge's, University of Khartoum.
- Security training on premises security, access Control, Emergency Response, Emergency Communication's and Gender **WFP**

**ESKILLS** \_\_\_\_\_

- Proficiency with MS Office applications.
- Hard working, willing to learn and independent personality.
- Excellent communication skills, both written and verbal.
- Good problem-solving and time management skills.
- Skill to answer the phone in a professional manner
- Negotiation skills
- Effective communication skills
- Listening skills
- Skills of cooperation with the work team
- Strong numeracy and analytical skills.
- Learning from mistakes
- Customer Services Skills
- Patience and Flexibility

**EDUCATION** \_\_\_\_\_

Bachelor of Science in Business studies (Banking & Finance) Sudan University of science & technology

**LANGUAGES** \_\_\_\_\_

Arabic & English.

**UAE DRIVING LICENSE** \_\_\_\_\_

✓ MANUAL LIGHT VEHICLE