

AHMED ABDELHALIM

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Summary

Seeking a challenging position with a progressive organization that provides an opportunity to capitalize my abilities in the field of Business Administration and customer support.

Experience

Universal Teller

Apr 2021- present United Capital Bank Head Office

- Count, receive and sign upon receipt of opening cash from the cash vault.
- Accept cash deposits from customers, verify amounts, verify genuineness of banknotes identify depositors and source of funds.
- Process cash withdrawals from various accounts after ensuring balance sufficiency, payee's proper identification and check genuineness in all respects (verify signature, date, amount, endorsement, payee) and provide/generate customers receipts.
- Seek authorization and approvals on all cash transactions exceeding
- teller's limits stated UCB operational policies and procedures.
- Post all cash transactions (withdrawals and deposits) accurately into
- the system and to correct bank accounts.
- Perform end-of-day cash closing and deliver balanced cash report to Cash Unit Head signature on receipt.
- Issue Demand Drafts in local and foreign currency and process other
- non-Cash transactions (e.g., internal transfers).
- Provide superior service to all types of customers, build rapport and maintain mutual relationship and positive representation of UCB (formally and informally).

Customer Experience Ambassador

Nov 2019 – Apr 2021 United Capital Bank Head Office

- Register customer complaints to reflect the services that are provided to customers & follow up back office to ensure customer complaints are resolved as per complaint process.
- Compile Customer Questionnaire in CRM System to identify customer's Satisfaction.
- Compile Voice of the Customer to produce cumulative feedback about customer needs to assist top management sort out weakness areas and drive working on opportunities.
- Coordinate and work closely with other departments to follow up and resolve customer concerns and complaints, including the recording of all communication between the departments and the customers

Operation Officer

Apr 2016 – Nov 2019 SAS for airports operation (VIP lounge KRT airport)

- Monitoring VIP's traveling procedures and resolve complains.
- Prepare a daily report regarding workflow to the management.
- Perform and execute customer satisfaction evaluation.
- Monitoring the quality of the lounge and the cleaning assurance.
- Handling the boarding of the VIP for each one as requires.

Education

Bachelor's in business administration (specializing Accounting and financial management)

Mashreq University Sudan – 2013

Courses & Workshop

- Better life training centre (effective communication skills) MAR – 2011
- Noon training centre and development By Wadah Almuahaya (advanced communication skills) NOV – 2018
- Sudanese medical specialization council (cardiopulmonary resuscitation) NOV - 2018
- Khartoum academy for aviation (recurrent course, Ramp safety, security, ramp handling, PAX handling) NOV – 2018
- Train smart for training and consultancy(firefighting) DEC – 2018

Languages

English: usage Day-to-day - Arabic: Mother tongue

Skills

Excellent written and verbal communication skills.

Highly organized and efficient.

Ability to work independently or as part of a team.

Proven leadership skills and ability to motivate.

Numerical skills.

Computer Application.

Computer skills. Excel, word, powerpoint, Microsoft Access

References

Available upon request