
Momin Elsayed Musa Abdalmahamud

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SUMMARY

A banking professional with over five years of experience in financial transactions, accounting, and customer service. Skilled in managing withdrawals, deposits, and handling government payments efficiently. Strong in cash handling with accuracy and confidentiality, alongside excellent communication and understanding of customer needs. Experienced in leading teams with flexibility and adhering to banking security standards. Known for quick response and problem-solving to ensure smooth banking operations.

EDUCATION

2017

- **Sudan university of science and technology**
Bachelor's - Economic

CAREERS HISTORY

Jan - 2024 - -

- **Sales supervisor**
Mendoza bags and luggage - Dubai mall
 - Sales Team Leadership: Managed and directed the sales team by assigning tasks to ensure sales targets and KPIs were consistently met.
 - Team Development & Training: Provided ongoing support and training to enhance team members' skills and boost overall performance.
 - Customer Complaint Resolution: Handled customer complaints, ensuring quick resolutions to improve customer satisfaction and retention.
 - Market Analysis & Strategy: Conducted competitor analysis and identified market opportunities to enhance sales strategies and increase revenue.
 - Team Motivation & Productivity: Fostered a positive work environment, motivating the team to exceed productivity goals and meet shared objectives.
 - Inventory Management: Oversaw the receipt and inspection of new goods, ensuring they met company quality standards and compliance requirements.
 - Logistics & Delivery Coordination: Coordinated the shipment and delivery process, ensuring timely and accurate delivery of goods to customers.
 - Merchandising & Display Management: Ensured the cleanliness and proper organization of displayed goods to attract customers and reflect product quality.
 - Customer Service & Inbound Call Management: Managed incoming customer calls, resolved inquiries, and provided solutions to enhance the overall customer experience.

May - 2022 - Dec
-2023

- **Financial Affairs Dept.**
Financial Investment Bank.
 - Issue bank checks.
 - Writing bank checks for private companies, government institutions, and individuals to pay the dues that must be paid, considering the services provided.
 - Carrying out daily accounting operations.
 - Paying daily and monthly expenses, such as car fuel and any other expenses
 - Paying employees' salaries and printing reports.
 - Paying employees' salaries at the end of the month, printing reports related to the accounting process, and printing financial reports at the end of the year .

Dec-2017 - Dec-
2019

- **Teller and customer care.**
Faisal Islamic Bank (Sudan).
 - Managing Financial Transactions: Executed withdrawal and deposit operations in customer accounts with precision and efficiency.
 - Processing Government Payments: Handled government transactions including health insurance, customs duties, and educational fees, ensuring compliance with established procedures.
 - Issuing Checks and Bank Cards: Prepared and issued specialized checks and bank cards for clients as requested.
 - Customer Service and Problem Resolution: Addressed customer inquiries promptly and resolved issues effectively to ensure a positive customer experience.

LANGUAGES

- Arabic
- English

TRAINING

- Animal Resources Bank
Open accounts.
Withdrawing and depositing money.
Supply and discount cheques.
money transfer.
customers service.