



# SAFAN MOHAMED

## BANKING ASSISTANT

### CONTACT

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United Arab Emirates
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### EDUCATION

2024 - Present  
**UNIVERSITY OF SUNDERLAND**

- Master of Business Administration

2023 - 2024  
**OTHM LEVEL 7**

- PGD in Strategic Management and Leadership

### SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Advanced proficiency in MS Office
- Problem Solving
- Credit Analysis
- Customer Service Excellence
- Currency Exchange Operations
- Strong computer skills and software troubleshooting

### LANGUAGES

- English (Fluent)
- Tamil (Native)
- Sinhala (Fluent)

### PROFILE

Dynamic banking professional with over six years of comprehensive experience in financial services, specializing in currency exchange, customer service, and regulatory compliance. Adept at managing transactions, fostering client relationships, and driving revenue growth through strategic financial solutions. Proven ability to analyze market trends and implement effective currency risk management strategies. Committed to maintaining the highest standards of integrity and professionalism in all financial dealings.

### WORK EXPERIENCE

#### Amana Bank PLC

2021 - 2024

##### Banking Assistant

- Managed daily banking operations, including cash handling, transaction processing, and customer inquiries as head teller
- Process and manage daily transactions, ensuring accuracy and compliance with regulatory standards.
- Build and maintain strong client relationships, providing expert guidance on currency exchange options
- Analyze market trends to offer competitive exchange rates and promote services to clients.
- Train and mentor junior staff on financial products, compliance protocols, and customer service best practices.

#### Amana Bank PLC

2018 - 2021

##### Business Development Officer

- Developed and executed strategic business plans to enhance market presence and increase client acquisition.
- Cultivated relationships with potential clients, resulting in the best growth in new business over three years.
- Conducted market research to identify opportunities for new products and services, leading to the launch of Banking products and services.
- Collaborated with cross-functional teams to improve service delivery and customer satisfaction.

#### D-Link Communication

2018 - 2018

##### Customer Service Assistant

- Prepared Legal Related Documents and Prepared many numbers of Projects Reports in Three languages in MS word.
- Provided customer Service in Business hours.
- Managed the communication Accounts, Profit and Loss.

### REFERENCE

#### Zahir Ahamed (BBA), LLB

Attorney at Law

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#### Izrath Manzoor (MBA - UK)

MIS Analyst - RAK Bank

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