

MUNA IBRAHIM BILAL MOHAMED TAQI

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Motivated and customer-oriented professional with experience in financial services, including teller and customer service roles. Adept at handling transactions, addressing customer needs, and contributing to operational efficiency in a fast-paced environment. Seeking opportunities in a challenging and growth-focused organization where I can leverage my skills to contribute to success.

PROFESSIONAL EXPERIENCE

Teller, Saad Exchange Jul 2024 – Present

- Efficiently processed customer transactions, including deposits, withdrawals, and transfers.
- Handled foreign currency exchanges and ensured compliance with regulatory standards.
- Provided excellent customer service by addressing inquiries and resolving issues promptly.

Customer Service Executive, Emirates NBD Bank Sep 2015 – Feb 2017

- Managed customer inquiries, account management, and financial service requests.
- Assisted with product information, transaction-related questions, and account opening procedures.
- Resolved customer complaints effectively, ensuring satisfaction and retention.

Teller, Emirates NBD Bank Jun 2015 – Sep 2015

- Conducted daily teller functions, including deposits, withdrawals, and payments.
- Maintained accurate records of transactions and assisted in balancing cash drawers.

Customer Service Representative, Al Ansari Exchange Mar 2015 – Jun 2015.

- Assisted customers with remittance services, foreign exchange transactions, and inquiries.
- Ensured compliance with anti-money laundering (AML) regulations and internal policies.
- Developed positive customer relationships, resulting in repeat business and referrals.

EDUCATION

Secondary School Certificate

United Arab Emirates

KEY SKILLS

- Effective Communication:** Strong verbal and written communication skills, able to interact professionally with customers and colleagues.
- Customer Service Excellence:** Dedicated to delivering high-quality service and resolving customer issues promptly and efficiently.
- Problem-Solving:** Ability to handle complex situations and find effective solutions under pressure.
- Team Collaboration:** Skilled in working independently or as part of a team to achieve organizational goals.
- Attention to Detail:** Ensures accuracy in all tasks, including transaction processing and documentation.
- Multilingual Proficiency:** Fluent in English, Arabic, Balochi, and Urdu, facilitating communication with diverse clients.
- Adaptability:** Able to adjust quickly to new environments and challenges, maintaining performance under dynamic conditions.

LANGUAGES

- Arabic: Native
- English: Fluent
- Balochi: Proficient
- Urdu: Proficient