

RAZAN HUSSIEN

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PROFESSIONAL SUMMARY

Customer-focused cashier and call center representative with extensive experience in financial transactions, customer service, and problem resolution. Adept at handling cash, verifying transactions, and ensuring compliance with financial regulations. Strong communication skills, attention to detail, and ability to work efficiently under pressure. Seeking a position in a financial or customer service role where I can leverage my skills in transaction processing and client support.

EDUCATION

International Sudan University - Architectural Engineering
Graduation Date: October 2017

WORK EXPERIENCE

****Call Center Representative****

Al Noor Medical Center | May 2018 - Sept 2018

- Managed inbound and outbound customer calls, resolving inquiries efficiently.
- Provided excellent customer service by addressing concerns and offering solutions.
- Maintained detailed records of customer interactions and escalated complex issues.
- Worked in a fast-paced environment while adhering to performance metrics.

****Cashier & Teller****

Western Union, Sudan | Jan 2021 - Mar 2023

- Processed financial transactions, including remittances and foreign currency exchange.
- Ensured accuracy in cash handling and transaction processing.
- Verified customer documents and compliance with anti-money laundering (AML) regulations.
- Maintained and balanced cash drawers at the beginning and end of shifts.
- Assisted customers with financial inquiries and provided transparent transaction explanations.
- Prevented fraudulent activities by following strict verification procedures.
- Delivered high-quality customer service while managing high-volume transactions.

KEY SKILLS

- Customer Service & Communication
- Cash Handling & Point of Sale (POS)
- Foreign Currency Exchange & Compliance
- Transaction Verification & Fraud Prevention
- Financial Documentation & Reporting
- Call Center Operations

- Problem-Solving & Conflict Resolution
- Attention to Detail & Accuracy
- Ability to Work Under Pressure
- Multitasking & Time Management

LANGUAGES

- English (Fluent)
- Arabic (Fluent)

ADDITIONAL INFORMATION

- Strong knowledge of financial regulations and compliance policies.
- Ability to learn new financial software and systems quickly.
- Excellent teamwork and collaboration skills.
- Strong analytical skills with a high level of accuracy in transaction processing.