

ABDEL RAHMAN IQTAIT



Contact

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Nationality:
Jordanian

Date Of Birth:
July 1992

Languages

English
Arabic

Personal Skills

- Leadership
- Communication
- Self motivation
- Decision making
- Adaptability

Career Objective

Having rich managerial experience as a branch manager in a reputed foreign exchange branch in the UAE. Possessing strong leadership and dynamism necessary to provide quality service of the highest order and the efficiency to drive products competitive advantage Possess comprehensive knowledge of the money exchange industry, its products and services, and its procedures with the ability to think smart and act fast.

Education

The Arab American University 2010 / 2014
Bachelor Degree in Financial & Banking Sciences

Experience

ONYX EXCHANGE 4 - 2017 / present

Branch Manager & Head cashier

- On time monitoring of branch accounting and cheque clearance to release the transactions on time besides submitting the monthly reports without delay.
- Ensuring smoothing functioning of branch operations like cash purchase, sales.
- monitoring marketing activities to corporate targets and corporate segments.
- Supervising the performance of Head Teller, Cashiers and Branch Service Representatives (BSR), to ensure optimum productivity and high quality service to customers, so as to achieve the goals of the branch.
- Responsible of monitoring overall branch performance, like (target achievement, staff allocation & productivity, Training staffs, MIS reports, Income & Expenses...)
- Responding to inquiries from AML Unit in a timely manner.
- Responding to Internal / External Audit queries in a timely manner, ensuring that the discrepancies pointed out by them are corrected immediately.
- Maintain good public relations with customers and the community.
- Managing difficult situations with customers and providing them with a resolution, information or additional options.
- Reporting of any untoward incident to the related department heads and top management.
- Conducting timely branch meetings to discuss the strategies for achieving the branch targets.
- Responsible for Control over Stationery usage and safe keeping of security items such as Demand Drafts, Managers Cheques, Branch's stamps, etc.
- Managing team and getting the daily activities report from them at the end of the day.

Significant Courses

- Business communications
- Basic Principles Of AML & CFT
- Anti Money Laundering
- Computer concepts & Business Applications
- Portfolio Management & Investment Analyst
- Accounting For Banking

AL FARDAN EXCHANGE 7-2015 / 4-2017

Teller (Main cashier)

Responsible for the handling, processing and servicing of clients' branch transactions in a prompt, efficient, and accurate manner.

Duties:

- Balancing currency, coins, and checks in the cash drawer at end of every shift Controlling and monitoring the levels of cash in the teller drawer and following all check cashing and cash handling procedures.
- Keeping currency and coins in a neat and orderly arrangement.
- Processing customer deposits, withdrawals, and payments.
- Supporting the Company sales team by identifying customer needs and then promoting current offers to them.
- Referring customers with financial problems to other colleagues for assistance.
- Dealing tactfully and efficiently with demanding customers.
- Examining cheques for endorsements.
- Cross selling branch services.
- Reporting any suspicious customer activity to branch managers.
- Addressing customers by name with a smile and direct eye contact.
- Accurately receiving, counting and distributing cash.
- Selling financial services.
- Transfers the money and currency exchange.
- Opening new customer accounts.
- Preparing reports on PMS and target achievement of employees and sending the same to management.