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EXPERIENCE

Cashier and Sales – Al Kanari Islands Catering- Sole Proprietorship LLC [01/2025 – Present]

Bank Teller - Bank of Khartoum [08/2015 - 11/2024]

- Assisted customers (information, account inquiries, transaction details, banking services).
- Conducted cash ,cheque, remittance, currency exchange services, balancing cash drawers.
- Processed deposits, withdrawals, electronic cheque clearing(ECC) and loan payments.
- Detected and resolved discrepancies and reported any fraudulent activities promptly.
- Trained and mentored junior bankers.

Receptionist - Bank of Khartoum [11/2014 - 07/2015]

- Greeting visitors. Answering phone calls. Managing mail and deliveries. Record keeping.
- Security. Communication. Multi-tasking. Problem-solving. Equipment operation.

Secretary - Administrative Assistant - Gadrah Petroleum CO.LTD. [09/2013 - 11/2014]

- Perform general office duties(supplies, records management, basic book keeping).
- Open, sort, and distribute incoming correspondence including email and faxes.
- Greet visitors, answer phone calls, schedule and attend meetings.
- File and retrieve corporate documents records and reports.
- Prepare correspondence, invoices, reports, memos, letters, financial statements and other documents, make travel arrangements for GM, follow-up to the director's agenda.
- Read and analyse incoming memos, submissions, and reports, contracting with companies.
- Assistance in improving the working environment (the shape, equipping, cleanliness the place and archive work records).
- Assistance in planning, organization, and quality(satisfaction, time, and cost).

- Analytical, interpersonal and organisational skills, Customer service and relationship building
- Attention to detail, accuracy, work under pressure, multi-tasking, communication.
- Microsoft Office awareness, willing to learn, good team player, providing excellent customer service and managing financial transactions.

EDUCATION

Bachelor of Science in Economics - Omdurman Islamic University. [06/2007 - 06/2011]

CERTIFICATES **[Bank of Khartoum]**

Certified Islamic Banker-CIB. Anti-money laundering. Customer Experience Management-CEM

Essential Food Safety Training Certificate – EFST Catering [Al Kanari Islands Catering]

LANGUAGES	Arabic	Native	English	Fluent
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