

AHMED MOHAMED

Teller

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OBJECTIVE

Detail-oriented and customer-focused Teller with excellent numerical skills and a strong commitment to accuracy. Proven ability to handle cash transactions, provide exceptional customer service, and adhere to banking regulations and procedures. Seeking a challenging role where I can utilize my experience and skills to contribute to the success of the banking institution.

SKILLS AND ABILITIES

- Proficient in cash handling and transaction processing.
- Excellent numerical and mathematical skills.
- Strong attention to detail and accuracy.
- Excellent customer service and interpersonal skills.
- Knowledgeable about banking products, services, and procedures.
- Ability to work efficiently in a fast-paced environment.
- Familiarity with banking software and systems.
- Ability to maintain confidentiality and adhere to security protocols.
- Teamwork
- Self-motivated
- Hardworking

EXPERIENCE

Bank of Khartoum, Branch Universal Teller- Khartoum

2016-09 - 2023-04

Teller

- Process customer transactions accurately and efficiently, including deposits, withdrawals, and transfers.
- Balance cash drawers and reconcile transactions at the end of each shift.
- Provide friendly and professional customer service to address inquiries and resolve issues.
- Promote bank products and services to meet customer needs and sales goals.
- Adhere to bank policies, procedures, and regulatory requirements.
- Assist with opening and closing procedures, including vault management and security protocols.
- Handle and safeguard confidential customer information.
- Collaborate with team members and management to ensure a positive customer experience.

EDUCATION

University of Khartoum - Khartoum, Sudan

2004-2010

Diploma with very good grade of Computer Networking

LANGUAGES

- Arabic
- English