

Curriculum Vitae

Contact Information

Name: Abdelaziz Abdelkrim Hamdalla Omer

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Professional Summary

Banker with 6 years of practical experience at the Bank of Khartoum. Skilled in mathematical and arithmetic transactions. He never gives up on satisfying his customers. His distinguished ideas saved the bank's expenses by 20%. Propose a mechanism for transporting cash to reduce payments to cash transport companies.

Work Experience

Job Title – Central Vault Assistant– Bank Of Khartoum Sudan Khartoum (1/4/2018-till now)Process account openingProcessing various deposit transactions in relation with Demand/Checking Accounts.Report irregular and suspicious transactions to the Supervisor.Maintain customer data and financial dataMaintaining the bank's cash funds, including delivering the cash to the covenant bankers in the bank's sub-vaults at the beginning of each day, and receiving their cash at the end of daily work, as well as delivering the cash they need to the bank branches during a certain period and receiving the surplus from them.

Job Title – Financial Accountant–Family Sons Trading Co–Saudi Arabia Riyadh (1/3/2016 - 31/7/2017)Preparing daily accounts, registering and paying bills and monthly salaries, and following up on profits and losses

Job Title –Customer Service Call Center at MTN. Sudan (18/8/2014 - 11/5/2015)answer calls and respond to emails

handle customer inquiries both telephonically and by email

research required information using available resources

manage and resolve customer complaints

provide customers with product and service information

update existing customer information

document all call information according to standard operating procedures

Job Title –Sales Employee at Almak Mobile System Limited. Sudan (1/7/2015 - 31/1/2016)Ensure high levels of customer satisfaction through excellent sales service

Assess customers' needs and provide assistance and information on product features

Team up with co-workers to ensure proper customer service

Build productive trust relationships with customer

Education

Bachelor's Degree – Sudan Academy of Banking and Financial Sciences 5-2012 Sudan Khartoum Banking studies

Skills

Project Management - Public Relations - Teamwork

Time Management - Leadership - Effective Communication Critical Thinking - Cash Management

Accountant - Banking services

Achievements

- Re-organized something to make it work better. Identified a problem and solved it. Come up with a new idea that improved things. Developed or implemented new procedures or systems. Worked on special projects.

Certifications

First Year 2007/2008

Computer Microsoft Fundamentals Access 2003

Second Year 2008/2009

Oracle 8 SQL Plus System Analysis & Design

Third Year 2009/2010

Advanced Computer SPSS V 12 Technologies

Fourth Year 2011/2012

Management Information Systems

Licenses

Driving license from Saudi Arabia 2016

Driving license from sudan 2021