

Elamin Ibrahim

Dubai

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 Eimizm

Professional Summary

- Dedicated and detail-oriented professional with 3 years of experience in banking, accounting, and customer service. Proven track record of delivering exceptional service to clients while ensuring accuracy and compliance in financial transactions. Proficient in cash handling, transaction processing, and financial analysis. Strong communication and problem-solving skills.

Experience

- **Altras Money Transfer** 1/5/2019 - 30/4/2020
Data Entry
Trainee
include accurately inputting data into computer systems or databases, verifying data for accuracy before and after entry, maintaining and updating records, managing digital and physical documents, and ensuring the confidentiality and security of data
- **Faisal Islamic Bank** 17/11/2020 - 1/5/2022
Teller
Process deposits, withdrawals, and payments accurately and efficiently. Assist customers with account inquiries and provide information on banking products and services. Handle cash, checks, and electronic transactions with a high level of accuracy. Maintain and balance cash drawers daily. Identify customer needs and refer them to appropriate banking services or personnel. Ensure compliance with bank policies and regulatory requirements. Address and resolve customer concerns professionally.
- **Faisal Islamic Bank** 1/5/2022 - 30/11/2023
Customer service
Process deposits, withdrawals, and payments accurately and efficiently. Handle cash, checks, and electronic transactions with precision. Assist customers with account inquiries, providing information on banking products and services. Maintain and balance cash drawers daily to ensure accuracy. Identify customer needs and refer them to appropriate banking services or personnel. Address and resolve customer concerns and complaints professionally and promptly. Ensure compliance with bank policies and regulatory requirements. Provide excellent customer service by greeting customers warmly and ensuring a positive banking experience. Assist in opening and closing accounts, as well as updating customer information. Participate in sales initiatives to promote bank products and

Education

- **Al-Neelain University** 2014-2018
Bachelor of Commerce Major Accounting
Grade 2 Devision 2

Languages

- Arabic
- English

Skills

- Team Work
- Multitasking

- Flexibility
- Ms office
- Communication
- Work under Pressure
- Soft skills
- Handling cash
- Solving problems
- Good Knowledge of QuickBooks