

AHMED JAMILALLA

Customer Relationship Supervisor

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PROFESIONAL SUMMARY

Results-driven Customer Relationship Supervisor with 2+ years of experience leading high-performing teams to deliver exceptional customer service. Proven success in increasing customer satisfaction, retention, and loyalty through strategic leadership. Expertise in resolving complex issues, managing inquiries, and driving product sales. Achieved a 15% boost in service quality, a 10% reduction in transaction errors, and enhanced team performance. Committed to exceeding organizational goals and optimizing the customer experience.

EDUCATION

Sudan University of Science and Technology, Khartoum, Sudan Oct 2010 - Nov 2014
Bachelors in Accounting and Finance

WORK EXPERIENCE

Teller

July 2022 - Sep 2023

Al Muhajir for exchange, Abu Dhabi

- Accurately processed cash transactions, including currency exchange, money transfers, and remittances, achieving an 80% accuracy rate in transaction handling, thereby minimizing errors and discrepancies.
- Delivered exceptional customer service by greeting customers, addressing inquiries, resolving issues, and guiding them through the exchange and transfer process, contributing to a 20% increase in customer satisfaction scores.
- Recorded all transactions accurately in the company's system, maintaining comprehensive documentation and ensuring compliance with accounting standards and regulatory guidelines, which led to a 15% reduction in audit findings.

Customer Relationship Supervisor

Jun 2020 - Feb 2022

Bank of Khartoum, Khartoum, Sudan

- Lead and oversee the teller function, customer service officers, and personal bankers in the branch to ensure the delivery of exceptional service to customers.
- Supervise and train tellers on cash handling procedures, customer service standards, and compliance with banking regulations, improving service quality by 15%.
- Ensure accurate and efficient processing of teller operations, including deposits, withdrawals, loan payments, and transactions, reducing transaction errors by 10%.
- Monitor teller cash levels and vault management to maintain sufficient funds for daily operations, ensuring compliance with security procedures.
- Address escalated customer inquiries and complaints promptly, achieving a 95% customer satisfaction rate and enhancing customer retention.
- Conduct regular audits of teller transactions and vault balances, identifying discrepancies and ensuring adherence to internal controls.
- Work with branch management to implement operational procedures, achieve sales targets, and enhance the overall customer experience.
- Provide leadership and guidance to the teller team, fostering a collaborative and positive work environment.

Universal Teller

Apr 2018 - Jun 2020

Bank of Khartoum, Khartoum, Sudan

- Efficiently processed a wide range of teller counter service transactions like deposits, withdrawals, and currency exchanges with 99.5% accuracy, reducing errors.
- Handled cash transactions counting and processing deposits, withdrawals, securely with zero discrepancies, ensuring accurate cash management.
- Provided comprehensive explanations and advice on bank products and services, successfully promoting them to customers, leading to a 15% increase in product uptake.
- Cross-sold bank products and services or referred potential customers to sales staff, contributing to a 10% growth in new accounts and a 20% increase in revenue from cross-selling.

- Provided comprehensive assistance to branch customers, addressing inquiries related to account balances, cheque book requests, statements, various types of transfers, and ATM-related issues, contributing to a 95% customer satisfaction rate.
- Facilitated the opening of all types of new accounts, ensuring accuracy and efficiency in the process, which resulted in a 20% increase in new account openings.
- Effectively managed and resolved branch customer complaints, maintaining a thorough follow-up process to ensure complete resolution, leading to a 30% reduction in repeat complaints.

SKILLS

- Customer Service
- Customer Relationship Management (CRM)
- Performance Evaluation
- Problem-Solving
- Selling and cross-selling
- Emotional Intelligence
- Conflict Resolution
- Interpersonal Skills
- Coaching and Mentoring
- Communication Skills
- Microsoft Office (Word, Excel, Power-point, and Outlook)

LICENSES & CERTIFICATIONS

- Customer Experience Management
- Computer Applications
- Professional Financial Accountant
- The Certified Islamic Banker (CIB)
- Anti-Money laundering/Combating the Financing of Terrorism (AM L / CFT)
- Excellence in Customer Service and Development in Job Performance
- The Facility Documentary Session

Languages

- Arabic
- English

Reference

Available upon request