



CONTACT

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CAREER OBJECTIVE

Experienced professional with over 10 years of diverse expertise in banking operations, customer service management, and leadership roles. Eager to leverage a robust skill set and comprehensive training in finance to drive organizational success. Seeking a challenging leadership role where I can contribute strategic insights, operational efficiency, and exceptional customer service.

EDUCATIONAL BACKGROUND

BACHELOR OF ARTS IN ACCOUNTING
Applied Science University, Amman, Jordan
Jun' 2013

CERTIFICATIONS

- Google Project Management | 2023
- The Fundamentals of Digital Marketing | 2023
- Smart Serve Certificate | 2020
- Global WHMIS Certificate
Immigrants Working Centre | 2020
- Accounting Trainee
Talal Abu Ghazaleh, Jordan | 2012
- Accounting for Non Accountants
Irth Academy, University Street | 2011
- TOEFL Training Course
Irth Academy, University Street | 2011
- Typing Course in English & Arabic
Irth Academy, University Street | 2011
- Full English Language (12-month course)
Irth Academy, University Street | 2010 – 2011

References Available Upon Request

MUJAHEED AJLOUNI

Retail and Customer Service Professional

EMPLOYMENT EXPERIENCE

ASSISTANT MANAGER

Fortino's

Jul' 2020 – Feb' 2024

- Hiring and training new associates.
- Managing the Company's cash flow.
- Scheduling and allocating manpower.
- Maintained satisfactory customer service.
- Resolved customer issues and complaints swiftly, ensuring overall satisfaction and retention.
- Developing strategic plans and initiatives for store development and capacity.
- Adhered and maintained product quality standards and inventory.
- Spearheaded initiatives to optimize operational efficiency and streamline processes, contributing to the achievement of organizational goals.

SUPERVISOR

Sobeys

Jul' 2020 – Sep' 2023

- Managed and monitored the stores transactions.
- Handling of customers and supplier operations.
- Store's financial record and employee KPI record monitoring.

SALES ASSOCIATE

Dollar Tree

Oct' 2019 – Jul' 2020

- Execute financial transactions accurately, manage cash flow, and maintain accountability of the till to ensure operational efficiency.
- Accomplish bank deposits and reconcile cash drawers at the end of shifts to safeguard assets and streamline financial reporting.

CUSTOMER SERVICE MANAGER

Walmart

Jan' 2018 – Jul' 2019

- Approving cheques and deposits.
- Achieved efficient verification of customer verifications.
- Team leader.

SUPERVISOR

Jordan Kuwait Bank, Amman, Jordan

Feb' 2017 – Nov' 2017

- Managed various transactions at a busy downtown branch: deposits, withdrawals, transfers, and cheque cashing; verified customer ID, signatures, and balances; processed loan payments; and handled account openings/closures.
- Addressed customer inquiries in-person or via phone and directed them to other bank services as needed.

HEAD TELLER

Jordan Kuwait Bank, Amman, Jordan

Jun' 2016 – Feb' 2017

- Logged cashier's cheques and traveler's cheques, prepared currency transaction reports, and meticulously documented financial transactions for internal records.
- Implemented an "express line" for single transactions during peak periods, reducing wait time by 30% and attaining record-high customer satisfaction scores,

TELLER

Amman Jordan Investment Bank, Amman, Jordan

Mar' 2015 – Jun' 2016

- Offered cheque services, cash transactions, and account management, including currency exchange, transfers, loans, and credit card processing.
- Promoted bank offerings by addressing queries, introducing new services, understanding customer needs, and guiding them to branch representatives.

CUSTOMER SERVICE REPRESENTATIVE

Global Exchange, Amman, Jordan

Nov' 2013 – Mar' 2015

- Achieved top currency sales for a year, consistently meeting targets.
- Maintained flawless drawer balance, ensuring accurate transactions.