

# MOHAMED ELKINDI YOUSIF

+971563710882

Mohamedkindiyousif@gmail.com

Male/Married

Dubai, UAE

## EDUCATION

**BSc**, BANKING & FINANCIAL STUDIES - HIGHER INSTITUTE OF BANKING & FINANCIAL STUDIES.

2000 - 2004

### COURSES & TRAINING

Positive interactive

Treasury cycle

ATMs

Remittances

Letters of credit cycle

Planning budgets cycle

## SKILLS:

- Organizational & time management
- problem-solving
- Communication skills
- Analytical skills
- Work under pressure
- Team Collaboration.
- Leadership Skills

## Technical SKILLS:

Financial & Banking systems  
Microsoft Tools (word,excel,etc)

## PROFILE

Experienced banking professional with over 15 years of dedicated expertise in customer service and cashier roles. Proven track record in delivering exceptional customer experiences and ensuring operational efficiency. Solid background in multiple banking departments, with specialized skills in customer service, ensuring a warm and welcoming environment, and efficiently handling cashier responsibilities.

## WORK EXPERIENCE

2006 – DEC 2021

**SUDANESE FRENCH BANK**, Khartoum

### Cashier

- Greet customers warmly and provide excellent customer service.
- Assist customers with inquiries, account information, and transaction details.
- Process customer deposits, withdrawals, and other financial transactions accurately.
- Handle currency, checks, and other financial instruments in accordance with established procedures.
- Maintain an accurate cash drawer and reconcile transactions at the end of each shift.
- Assist customers in opening new accounts, updating account information, and addressing account-related inquiries.
- Identify opportunities to cross-sell bank products and services to customers.
- Adhere to all banking regulations, policies, and procedures.
- Complete necessary paperwork and documentation for each transaction.
- Ensure compliance with Anti-Money Laundering (AML) and Know Your Customer (KYC) guidelines.
- Follow security protocols to safeguard cash and customer information.

## LANGUAGES:

Arabic ●●●●●

English ●●●●○



## WORK EXPERIENCE

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### **TREASURY SPECIALIST: (Bank branch)**

Handling treasury operations, including cash management, foreign exchange transactions, and investments.

### **BANKING OPERATIONS SPECIALIST: (Bank branch)**

Performing specialized tasks within a bank's operations department,

- Electronic Clearing & Administration
- ATMs administration in several branches

### **CUSTOMER SERVICE REPRESENTATIVE: (Bank branch)**

Providing customer service to clients of the bank and handling their inquiries, concerns, and complaints.

**References available upon request**

