

Ibrahim Shokr

Abu Hail, Dubai, UAE

Mobile No. : +971 555802735

E-mail : ibrahimshokr325@gmail.com

UAE Driving Licence



OBJECTIVE:

A responsible, discipline, loyal, honest, reliable person with optimistic work attitude, has the ability to learn quickly and share learned knowledge with other people, likewise, being physically fit, willing to take challenges in any aspect of work task.

Work Experience:

KUWAIT JUNE 2021-MAY 2023

AL MUZAINI EXCHANGE-HEAD TELLER **SABAH AL SALEM BRANCH**

- Accurately performs teller transactions in accordance with bank policies and procedures
- Services customers by processing all monetary transactions
- Ensures security procedures are followed and all tellers are up to date on current policies and procedures
- Maintain minimum amount of cash in teller's area to ensure compliance with security/safety measures
- Supervises teller line as directed by the Branch Manager or Assistant Branch Manager by participating in a branch team environment within which employees perform personally and collectively to achieve branch goals
- Manage, coach, and provide training for Tellers

KUWAIT November 2019-May 2021

AL MUZAINI EXCHANGE-TELLER **SABAH AL SALEM BRANCH**

- Handle transactions for customers, including check cashing, deposits, withdrawals, transfers, loan payments, cashier's checks, and opening and closing of accounts
- Identify customer needs, provide information on new products and services, and direct customers to branch representatives as needed
- Reconcile cash drawers at the end of your shift, count and package coins and currency, turn in any excess or damaged currency to head teller
- Track, record, report, and store transactional information and special requests
- Provide a high level of customer service, offering answers and assistance with a smile

EGYPT December 2017-septemper 2019

National Bank of Egypt –TELLER

- Answer questions about account types and banking products, such as CDs, money market accounts, loans and credit cards
- Check on the status of customer accounts and track checks and payments
- Review and explain account charges
- Assist banking customers who are victims of fraud, theft or identity theft
- Assist customers with replacing lost or stolen credit or debit cards

DUBAI July 2012-August 2017

Al Manara Educational suppliers –Accountant

- Produce new revenue by researching and analyzing potential prospects and sales options.
- Develop relationships with prospects and recommend solutions to improve their production through the use of your products. New leads may be generated through canvassing, cold calling, partner relationships, and customer referrals.
- Meet sales revenue targets.
- Develop, implement, and maintain sales activities and plans.

PERSONAL INFORMATION:

Date of Birth : July 21, 1987
Place of Birth : Cairo, Egypt
Religion : Muslim
Sex : Male
Height : 5'9"

Educational Attainment:

Tertiary : Faculty of Tourism and hotels –Helwan University
Cairo, Egypt
Polish/ English Language
2004 – 2009

TRAINING COURSES:

ANTI MONEY LAUNDERING (AML) AND COMBATING TERRORIST FINANCING (CTF)

LANGUAGES:

ENGLISH	ARABIC	Polish
Advanced C1 level	Mother tongue	Excellent