

ABEER SAMI MUKHTAR ELAMEN

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DAMMAM – SAUDI ARABIA

SUMMARY

- Analytical and accurate professional with over 7 years of experience providing comprehensive services to individuals and businesses.
- Proven expertise in customer service, financial banking operations, data management, reporting, and strict adherence to security protocols and regulatory compliance.
- Exceptional communicator with strong interpersonal skills, demonstrating adept time and stress management, innovative problem-solving abilities, and meticulous attention to detail.

PROFESSIONAL EXPERIENCE

Bank Teller

April 2016 – April 2024

Bank of Khartoum – Khartoum, Sudan

- Conduct dozens of bank's routine transactions within time limits and established guidelines (cash checks, accept deposits and loan payments, process withdrawals etc)
- Assess customer needs and introduce new products and services (credit cards, saving bonds etc)
- Make sales referrals, suggest alternate channels and cross-sell products and services
- Go the "extra mile" to build trust relationships, customer loyalty and satisfaction
- Manage risk in every transaction and detect fraudulent transactions to prevent losses
- Resolve customers' issues and provide relevant information

EDUCATION

Bachelor's Degree in Computer Science

2012

National Ribat University – Khartoum, Sudan

COURSES & CERTIFICATIONS

- Customer Experience Management Course – 2016
- Fundamentals of Banking Course – April 2017
- Anti-Money Laundering Course – August 2017

IT SKILLS

- Microsoft Office
- Networking & E-mailing
- Arabic & English typing

INTERPERSONAL SKILLS

- Leadership
- Communication
- Professional integrity
- Teamwork
- Adaptability
- Empathy
- Multitasking
- Problem-solving
- Organizational skills
- Attention to detail

PERSONAL INFORMATION

- **Nationality:** Sudan
- **Marital Status:** Married
- **Valid Residency Visa**

LANGUAGES

- **Arabic:** Mother Tongue
- **English:** Good