CURRICULUM VITAE



EHSAS

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**Objective:**

I can break the boundaries of conventional design, my C.V will be edgy and different not restricting myself to commercial, functional work-I will be looking for an output for all that creative ability, I am also high dynamic, high creative person.

**Qualification:**

 Sudan University for Science and Technology- graduated

Translation Department – (Medical-Political-Legal-Science)

**Training:**

UNICCO Institute for Language and Computer System (Word-Excel)

Completed Typing Course business (Arabic and English)

First Gulf Bank (Relationship Selling)

Coordination’s Training - Credit Cards Department

Anti-Money Laundering course in First Gulf Bank (Business School)

Excel programming ba sic & intermediate in First Gulf Bank (Business school)

**Experiences:**

1) Faisal Islamic Bank – Khartoum Sudan

A-Treasury Unit

B- Exchange Department

C- Investment Unit

**Kanon hotel:-**

Receptionist and customer service: explain to customer all hotel policy

Help them to choose a room.

Registration Guest/Visitors -

Assistant back office

**2) Sitram International Company for Trading and Investment -Executive Secretary**

Typing formal letters

Filing all employees / correspondences

External Communications:

Registration Guest/Visitors

Annual General Meeting

Service Officer (Envoys Reception)

Assistant Public Relation Manger

3) **In first Gulf Bank**– ***senior support coordinator Till April 2016***

Jobs descriptions involve the following**:**

* Data Entry of chques (Excel Program)
* Document Solving
* Filing Document by Management Information System (MIS)
* Covering with Credit and Operation Departments
* To help team leader and sales to ensure that the credit cards applications are properlychecked and send to credit.
* Maintaining all submissions date and sending to the respective coordinator to Update the MIS and other reports
* Coordinate and entering new cases and security check to LMS on daily basis
* Solving issues which is related to sales support
* Maintaining a proper and accurate filing system for the whole process
* ***Retail Credit*–** *Personal Loan (Checking & Disbursal) cases from submission till finish, open customer new account.*
* *Checking all customer documentation for personal loan and sending to retail credit for disbursal*
* ***Complains Department*** *– worked as:*
* Maintaining all complains and other reports
* Checking new complains as per current policy
* Handling and solving old credit card declines which are coming from retention Depart.
* Assisting sales team on their queries.
* Solving issues which is related to sales agent.
* Handling DSA queries on the application status.
* Maintaining a proper and accurate filing system for the whole process.

**Quality Controller and key accounts**

Customer Requirements

Documents Approval

Calling customer and verify with them below details:

Agent service

Showing original doc to sales person

Confirm with customer if he sign s.chq or not

Document submission

App Statues

**Computer Skills:**

* Microsoft office XP
* Outlook emails
* Usage of internet & word and excel

***LANGUAGES KNOWN***

English & Arabic speaking, writing 100%

***Profile***

* Work independently when required, on both new and current project from briefing through to Completion
* Manage time and priorities work in an effective and productive way
* By the grace of Allah I am able to maintain effective working relationship with all members of a hard
* Working team in order to achieve goals
* Maintain knowledge of accounts software used within the department
* I have ability to achieving agreed targets
* I am self-motivated, and willing to undertake training to improve
* Creative, developmental and analytical approach, have a great planning and leadership abilities.