**MOsab qasrawi**

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| **personal profil** | | | |
|  | | Status : Married  Date of Birth : 14/03/1981  Nationality : Jordanian |
| **objective** | | | |
|  | | Seeking a challenging and rewarding careers; looking forward to achieve an appropriate position in leading organization. Willing to improve my skills and taking courses that utilize my knowledge in my career. |
| **Experience** | | | |
|  | | **Jan 2008 – Till present**  **Customer Relationship Officer "Current Position"**   * Assist head of personal banking in supervision, handling staff   Issues, following and checking daily work.   * Make sure that customer service team provides best service for the customers with high commitment to the banks policy. * Work as a consultant for the customers and advise them for products they need. * Manage VIP accounts. * Provide finance and financial advices for the customers * Work on improve banks products to be suitable for customer needs under Sharia conditions * Act as a channel of communication - receive direct compliance issues to appropriate for resolution.   **Operation Supervisor “Previous position”**   * Provide support to branch manager to finalize the branch   annual budget and comments on variances on achievement  of branch product sales targets to forward it to concern  departments.   * Provide support to branch manager in preparing detailed   responses to internal audit comments.   * Do the daily inward and outward clearing cheques process to   meet Central Bank clearing deadlines   * Cash management reconciliation and resolution. * Prepare and provide branch manager with agenda relating to back office operations and staff issues for staff meetings |
| **Jan 2006 – Jan 2008 Mashreq Bank, Dubai – U.A.E**  **Counter Service Specialist “Acting Branch Supervisor”**   * Perform complex transactions, meeting customer needs and overall supervision of staff/branch activities. * Follow up the branch’s accounts in daily and monthly basis * Performing report and audit checks to ensure that the highest levels of controls are maintained and that all activities are in compliance with the bank’s policies & the central Bank’s regulatory procedures. * Assist auditors and independent compliance reviewers. * Identify potential areas of risk–develop corrective action plans for resolution of problematic issues, and provide general guidance on how to deal with similar situations in the future * Control the movement of securities   . |
|  | | **Feb 2003– Jan 2006 Cairo Amman Bank Irbid – H. K .J**  **Customer Service Officer and Teller**   * Opening all kinds of accounts and fixed deposit. * Work as a main teller and replacement for the supervisor when its need. * Dealing with cash and all related transactions (deposit, withdrawal, telexes transfer, foreign currencies ….) * Controlling the movement of securities. |
| **Education** | | | |
|  | **1998–2002 Al- Yarmouk University Jordan**  A degree of bachelor of administrative sciences with a major in finance and Banking.  **1998** **Al Tarbiah Al-Saudia Saudi Arabia**  High school certificate | |
| **Training attended** | | | |
|  | | Varies courses in banking, Islamic banking, AML finance, operations and customer service |
| **Languges** | | | |
|  | | Arabic : Mother tongue  English : Excellent Reading, Speaking and Writing |

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| **skills** | | |
|  | Strong Leadership background, team player who is flexible ability to work under pressure. Excellent Supervisory experience; high communication skills, productive nature, Strong computer skills, open minded, flexible nature and thirst for new things. |

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| **MOsab qasrawi – CV No 2020056**  To arrange interview with me, please send your company name, vacancy and salary details to my HR Consultant [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com) Whatsapp +971504753686  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |