**MOsab qasrawi**

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| **personal profil** |
|  | Status : MarriedDate 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
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| **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

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|  | **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.
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| **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 tongueEnglish : 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 Whatsapp +971504753686\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |