Lena

[Lena.347555@2freemail.com](mailto:Lena.347555@2freemail.com)



PROFILE

Organized, self motivated, enthusiastic and detail-oriented Head Teller with four years of cash handling and customer service experience. Understands general accounting and finance concepts.Experienced in a fast-paced banking environment. Focused on maintaining high levels of accuracy, as well as achieving branch goals. Exceptional member/customer service skills, as well as strong communication skills. Work efficiently on teams as well as independently.

PERSONAL INFO

First name: Lena

Last name: Alsuleiman

Nationality: Jordanian

Address: discovery gardens, Dubai,

UAE

WORK EXPERIENCE



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| **Head teller** | 04/2008 – 05/2009 |
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Bnak of jordan, Amman, Jordan

·Supervise teller staff, assisting in the coaching, training and the development of tellers.

·Giving authorization to all cash transaction that is from 5000-10000 Jordanian dinars in the branch.

* Assists tellers in solving problems, serving as an operational reference
* Aid tellers with balancing problems.
* Order and maintain vault cash.

·Schedule work hours and breaks for all teller personnel.

* Ability to step in for the Assistant Branch Manager or Branch Manager

·Holder of class B signature declared to all bank operations in and out the bank

·Refer and cross-sell bank products and services; meet or exceed sales.

·Issuing accepted checks (manager checks) and saving the documents at files.

·Adhere to help enforce all security procedures as well as other departmental Policies and procedures.

* Balance and maintain cash dispense machine(s). ·Audit ATM on a daily and a monthly basis as well as cash drawers, according to policy.

·Auditing outgoing checks that has been

WORK EXPERIENCE

accepted at the electronic check clearing system and entered client’s accounts, finally making reports of them and signed those reports, sending them to central archive.

·Investigate teller losses and institute a corrective flow of work.

·Research and resolve clients questions, problems and concerns by telephone, written correspondence or in person.



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| **Customer service** | 02/2006 – 04/2008 |

**representative**

Bank of jordan , Amman, Jordan

 Dealing with a wide variety of clients, from the pleasant customer to the irate. In every case, I assess their needs and how the bank can address them most effectively

 Entering outward inward check in the electronic clearing checks system and auditing them.

 Opining accounts, ordering checks book, ordering ATM cards for clients.

 Dealing & serving with VIP clients as well as regular clients.

 Issuing money transfers.

 Issuing letters of guarantees.

 taking LCs applications from clients checking it if the document for opining new LC or the client has open an LC before, if is compatible with Conditions being approved from the senior management for the LC ,and handling documents to clients when the LC is finished.

 Following up clients’ transactions and payments for the credit card.

 Follow up bills of exchange issued by the branch.

 Redeem all ATM cards and credit cards that is not been taken by clients, make a report of each type of cards and send them (the card and the reports) to head courts.

 Make a monthly report on check books that is

WORK EXPERIENCE

not received by clients, and sending the check books with the report to head court.

 Receive clients complains regards any card issued by the bank, and based it to the responsible department, follow it up.

 Make a checks settlement for clients, and send the checks that been settle to the head court.



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| **Teller** | 09/2005 – 02/2006 |
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Bank of jordan, Amman, Jordan

·provide customers with several services at a short time, like for example depositing money and checks, withdrawing cash.

·initial opening account. ·Makes money transfer.

·Issuing trusted and foreign checks and paying them.

·Transferring money from one account to another.

·Withdrawing cash using point of sale. Issuing statements



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| **Acount payable** | 04/2005 – 08/2005 |
| **officer** |  |

Crown plaza hotel, Amman, Jordan

 Review invoices and check requests

 Sort and match invoices and check requests

 Set invoices up for payment

 Process check requests

 Prepare and process accounts payable checks reconciliation of payment.

 Prepare analysis of accounts

 Monitor accounts to ensure payments are up to date

 Resolve invoice discrepancies.

 Vendor files maintenance.

 Correspond with vendors and respond to inquiries.

 Produce monthly reports.

 Assets in month end closing.

 Responsible for CEA contracts and there termination.

 Preparing monthly report for social security about the CEA contracts and the payments that have been made for each CEA, Tax deduction at each CEA invoice.

 Responsible for making salaries checks for employees each month.

EDUCATION



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| **Accounting** | 06/2005 – 06/2007 |
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Arab acadimy for banking and financial studies, Amman, Jordan

EDUCATION



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| **Accounting** | 09/2001 – 02/2005 |
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University of jordan , Amman, Jordan

SKILLS

English

Arabic

Microsoft office internet

HOBBIES

Drawing Sports Cooking