**Curriculum Vitae**

# 

**Hanna**

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Personal Information

# ***Date of Birth :*** *July, 1980*

***Place of Birth :*** *Alexandria-Egypt*

***Nationality :*** *Egyptian*

***Marital status :*** *Married*

***Visa*** *: Visit Visa*

Objective

*Seeking an advanced administrative position in a leading company which will help me to gain a wide and new kind of experience in which I can assist in all administrative works.*

Education

##### Primary and complementary AlRamel School *- (1995)*

##### *-* University of Education (industrial Education) Grade: good (2001)

Work Experience:

1. **Doha Bank (DUBAI) ( Head Teller )**

**Duration:** October 2010 till MAR 2017

***Job Responsibilities:***

1. Daily checking after the two other tellers, making sure of the balance of their cash. And training new staff on the system,
2. Provide a range of tellering services (Cash/Cheque Deposit (AED & FCY), Cash Withdrawals, Cheque Encashment,telegraphictransfers for Corporate and Retail customer; Foreign Currency Exchange) in a timely and accurate manner to meet the customer needs. To process all transactions meet bank’s procedural and control standards.
3. ; replenish and withdraw Cash in ATM/CDM change paper rolls and resolve small technical issues regarding ATM/CDM, making sure that everything is balanced EOD.
4. Arranging with central bank for withdrawal and transferring cash from our account with the central bank. Receiving the cash from G4S, counting it and putting it in the safe, then making sure the total cash is in balance.
5. Manually checking all incoming bills (AED and Foreign Currency) to make sure not to accept/exchange any forged/fake notes.
6. **Al Fardan Exchange Company** (**Customer Services Representative)**

**Duration:** July 2008 to October 2010

**Job responsibilities:**

1. *One Window transfer handling Cash ( Local Currency )*
2. *Handling Incoming and outgoing payments*
3. *Making Online transfers*
4. *MoneyGram,Instant cash, ARYspeedRemit, Ezremit,Ezetop, XpressMoney*
5. *Opening accounts in NBE ( National bank Of Egypt )*
6. *Dealing with Credit card machine*
7. *Handling customer complaints and requirements*
8. *Issuing National Bond Online*
9. *Corporate accounts transfers*
10. *Handling incoming phone calls and enquiries*
11. *Issuing Customer transfer statements*

**Training courses :( All original certificate with me )**

1. AML: low & regulation.
2. Stress management.
3. Retail banking
4. General business communication.
5. Business of banking.
6. DB- Operation risk.
7. Accounting.
8. Effective customer service &Anti money laundering.
9. Doha Bank Scorm.

##### Languages:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **READ** | **SPEAK** | **WRITE** |
| **Arabic (mother tongue)** | *Excellent* | *Excellent* | *Excellent* |
| **English** | *Very good* | *Very good* | *Very good* |

Computer Skills

* *Good knowledge in hardware & software*

##### *Good Command of: Operating Systems as (Windows XP, Win 2000 and Win98)*

##### Spread Sheets &Word processing as (MS Office XP & 2000)

##### Adobe Photo Shop applications

##### *Internet surfing*

* *Experience with sage software System and Focus Software System*
* *Internet, E-mail, and typing (Arabic & English)*

Other Skills:

* + Experienced in manually checking all foreign currencies for forged notes.
  + Excellent time management, interpersonal and communication skills.

Hobbies

* Sports , Music , Reading

References

*Available upon Request*

*- Valid UAE Driving License Available*