

## CONTACT INFORMATION

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## ACADEMIC EDUCATION

2018-2022 Bachelor of Banking and Finance (BBF)  
At SIMAD University, Mogadishu-Somalia.

Primary and Secondary School  
At Goolis Schools, Mogadishu-Somalia.

## Experiences

2022 -10 Customer care

2023 - 01 Deegan Bile

- Deal with the customers over the phone, or face to face, chat.
- Listen to the customer queries patiently and solve it. If the problem doesn't seem to solve, then forward the problem to the superiors.
- Respond to the problems of the customer promptly
- Look after the customer accounts and update their transaction status.
- Coordinate with the internal department to find solutions and resolve matters
- Maintain a follow up on the customer, whose query you had solved,. Ensure they are satisfied with your answer.

2022 -2 Assistant HR

2023 - 03 deegan bile

- Providing administrative support to managers by scheduling meetings
- Conducting training seminars for employees about company policies,
- Preparing report weekly and monthly

2023-05 ----2023-08 Maamuus Event

## SEMINARS AND COURSES

2023/04---2023/09 RISE ACADEMY

Full-stack Developer

.HTML

.CSS

.JVA-SCRIPT

.REACT

.MOBILE APP

**2022/JAN-MARCH** Three months of Core Life Skills Training, facilitating by Institute of Innovation, Tech, & Entrepreneurship (IITE) with collaboration of SOS Children's Village Somalia. Mogadishu, Somalia

- . Topics to cover include: Financial literacy, Communication and listening skills, Conflict management, Critical and creative thinking, Public speaking, and finally negotiation skills.

**2022** One month of Employability Skills Training by SOS Children's Village Somalia. Mogadishu, Somalia

- . -Topics to cover include: Communication Skills at workplace, Rights and Responsibilities of the employees, How to make good impression at workplace, and finally Ethics and how the employee to behave with others in the workplace.

**2022** Certificate for the next economy project (TNE)

❖ Digital marketing

❖Google Ads

❖ Google SEO fundamental

**2021** Quick book

2021 Financial markets and institution

**2021** Consumer banking E banking , credit and investor control  
**2022** Certificate of Professional English Skills Program (ESP), offered by SIMAD University, Mogadishu Somalia.

**2022** Certificate of leadership Management

**2021** Certificate of computerized Accounting

- . At client care Training institute

## **SEMINARS SKILLS AND COMPETANCE**

- Able to effectively communicate to the staff, management and clients
- Ability to multi task & prioritize under ever changing & challenging workloads
- Ability to quickly understand complex problems and devise effective solutions

## **REFERENCE**

Upon request



