



# MOHAMED HASAN



## Contact



Khartoum - Sudan



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## Skills

Business Planning  
Operations Management  
Financial Statements  
Communication skills  
Financial analysis  
Reporting and documentation  
Investment Planning  
Data entry  
MS-office

## Languages

Arabic  
English



## About Me

Trade Finance Officer and financial sectors, with +7 years of experience and knowledge dealing with clients, working under constant pressure with few mistakes and contacting different departments, taking on new challenges, continuously developing, enjoying success, and achieving the hopes-for goals For the company and the owners.



## Education

**Sudan University of Science and Technology**

**Bachelor's Degree. Business studies**



## Certifications

- Banking marketing and excellence in customer service Training and Quality Control Department, Shamal Bank -
- Front office Training and Quality Control Department, Shamal Bank -
- Back office Training and Quality Control Department, Shamal Bank -
- Methods for detecting counterfeiting and counterfeiting Cosheit Center for Training and Resource Development Humanity
- Total quality management in banks Human Resources Development Department, Balad Bank -
- Documentary Credits Human Resources Development Department, Balad Bank -
- Applications of Islamic financing formulas Banking and Financial Training Center



## Work Experience

**Enaba Services - Sudan**

**Accountant June 2014 - April 2015**

- Managing all money transactions, Reporting to the company owners
- Flowing on the Bank's accounts and Transactions. Handled currency payments, secured funds in the register, and prepared deposits at end of the day.
- Completed opening and closing procedures each day.
- Counted change correctly and issued customer receipts. Used POS register system to total values and complete cheque, card, or mobile payments.
- Prepared official cheques as requested.
- Assisted customers with questions about products, services, and terms.

## **Balad Bank - Khartoum, Sudan**

### **Trade finance officer Nov 2019 - present**

- repairing the client's files to request financing for the available sectors according to the directives of the Central Bank.
- Updating the client's personal data, knowing their financial ability by analyzing their financial data after requesting previous budgets and other financial documents.
- Reviewing his historical dealings with other banks and previous financing operations through the banks' unified credit code.
- Preparing economic feasibility studies for the project required to ensure the payment of its obligations Follow-up.
- Request all appropriate guarantees according to each sector and review them with the competent departments such as the legal department.
- Programming the process on the system, taking monthly payment checks or according to the agreed upon payment of installments.
- Following up on defaulting customers and taking the necessary action through all methods Legal and banking available.
- Delivered training and development to junior finance employees for Professional Summary Work History progression and best practice improvements. Managed timely and accurate reporting of various financial transactions and information for detailed analysis.

## **Balad Bank - Khartoum, Sudan**

### **Electronic Clearing Nov 2018 - Nov 2019**

- Collecting customers' checks from other banks and depositing them in their accounts.
- Responding to clearing departments of other banks / Review outgoing and incoming clearing and making final entries
- Responded to telephone and in-person requests for information.

## **Balad Bank - Khartoum, Sudan**

### **Treasury Officer Nov 2017 - Nov 2018**

- Processed cash deposits and withdrawals for customers. Responded to and assisted customers with account inquiries and updates.
- Solved customer issues and disputes using accurate banking information and policies, maintaining loyalty and satisfaction.
- Completed currency exchanges following current, accurate rates. Trained new tellers in institutional processes and procedures, mentoring through the learning period and answering questions.
- Organized and stocked teller areas to maintain readiness for daily customer flows.
- Completed end-of-day till reconciliations and paperwork. Filling the branch's ATMs with cash, Knowing the cards withdrawn by the ATM, and returning them to the beneficiary's bank.

## **Balad Bank - Khartoum, Sudan**

### **Customer Services Nov 2016 - Nov 2017**

- Opening accounts for clients, Requesting checkbooks and ATM cards.
- Assisted customers with varying questions using product knowledge and service expertise
- Answered customers' calls promptly and improved on-hold wait times
- Printing account statements as requested by the customers
- Making customers transfer between different branches and banks. Handled customer complaints, providing appropriate solutions to guarantee positive outcomes
- Participated in regular training to maintain up-to-date knowledge of Bank products and policies
- Resolved customer issues effectively, using strong interpersonal skills and conflict resolution techniques Responding to inquiries from departments, banks and other official bodies.

## **References:-**

**Available upon request**