

CONTACT



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Albany, CA



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SKILLS

Communication



Teamwork



Data Analysis



Attention to Details



Time Management



Problem Solving



Critical Thinking



LANGUAGES

❖ English

❖ Arabic



ABOUT ME

Dedicated Information Systems graduate with experience in data analysis, operating systems and networks. Ability to collaborate with leadership to enhance culture, effectiveness, collaboration, and communication. Team player who believes in collaboration through group work, sharing knowledge, and learning from others. Self-motivated professional seeking not only a position, but a career, that will utilize my skills and experience for growth and advancement.



EDUCATION

2021 B.S. in Business Information System – San Francisco State University, CA

2019 Associate of Business Administration, concentration in Accounting – Berkeley City College, CA



EXPERIENCE

2017 **Senior Member Service Representative**

2021 Patelco – Berkeley, CA

- Accurately and efficiently processed transactions, opened and serviced member accounts, and processed consumer loans (i.e., credit cards, personal loans, etc.)
- Suggested appropriate products, solutions, and services to promote member's financial wellbeing.
- Training new employees. Understanding and complying with banking regulations.

2014 **Branch Service Specialist**

2015 Union Bank – San Diego, CA

- Processed transactions and responded to customer inquiries and requests.
- Ensure daily balance of cash drawers and all negotiable items
- Complied with banking regulations and guidelines.

2010 **Branch Lead Teller**

2014 Wells Fargo – Oakland, CA

- Supervised a team of 9 tellers in all facets of daily operations and customer service.
- Handling high volume and large cash transactions. Balancing cash drawers.
- Achieved and exceeded sales goals individually and as a team.
- Managed and resolved escalation in a timely and effective manner.