






CONTACT

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SKILLS

Customer Support



Communication



Problem Solving



Microsoft Office



Leadership



Attention to Detail



LANGUAGES

- ❖ English – Fluent
- ❖ Arabic – Fluent

ABOUT ME

Dedicated customer-focused professional with experience in providing excellent customer service. Having honed my communication and problem-solving skills in this field over the past ten years, I am now eager to transition into the Information Technology role. I believe that I can leverage my technical abilities and my passion for technology to help users resolve their issues. I recently completed my bachelor's degree in Information Systems, which equipped me with a strong foundation in areas such as database management, programming, and network security. I am looking forward to applying my knowledge and skills in a dynamic and challenging environment, where I can continue to learn and grow in my career.

EDUCATION

- 05/2021 B.S. in Business Information System – San Francisco State University, CA
- 05/2019 Associate of Business, concentration in Accounting – Berkeley City College, CA

WORK EXPERIENCE

- 2017 Senior Member Service Representative
2021 Patelco – Berkeley, CA

- Delivered exceptional service to both internal and external members, in alignment with the credit union's mission, vision, and values.
- Accurately and efficiently processed transactions, opened and serviced accounts, and consumer loans (i.e., credit cards, personal loans, etc.)
- Helped members with troubleshooting online banking and mobile errors/issues including user ID and password resets.
- Notated systems of record for each interaction and created service requests as needed.

- 2014 Branch Service Specialist
2015 Union Bank – San Diego, CA

- Processed transactions efficiently, accurately, and in a timely manner.
- Balanced daily cash deposits and vault inventory with zero error rate.
- Increased knowledge of banking products and services by actively participating in available training classes and workshops offered to employees.

- 2009 Branch Lead Teller
2014 Wells Fargo – Oakland, CA

- Handled Performance Management cycle for all Tellers.
- Assisted Tellers with out-of-balance reconciliations ensuring appropriate corrections are made.
- Identified red flags to detect fraud and prevent losses to the Bank.
- Informed and updated team about all operational, procedural and policy changes.
- Ensured all transactions performed are in accordance with established policies and procedures.
- Assisted with teller work schedules, enforcing teller policies and procedures.