

Ahmad Alkhatat

Computer Information Systems

United Arab Emirates
Dubai

Email: AhmadAlkhatat99@gmail.com
Mobile: 0588268921

OBJECTIVE

- Seeking an organization where I can interact and work efficiently in a dynamic environment to prove myself.
 - My emphasis is to work in a reputable organization where my skills would be further enhanced to develop my career via organization's goals and create mutual benefits.
-

PROFESSIONAL EXPERIENCE

Branch Teller

March 2019– Until Now

First Abu Dhabi Bank (FAB)

- Assisting customers with processing transactions, such as deposits, withdrawals, or payments, resolving complaints or account discrepancies, and answering questions.
- Informing customers about bank products and services.
- Tracking, recording, reporting, and storing information related to transactions, bank supplies, and customers, ensuring all information is accurate and complete.
- Maintaining and balancing cash drawers and reconciling discrepancies.
- Packaging cash and rolling coins to be stored in drawers or the bank vault. Keeping a clean, organized work area and a professional appearance.
- Handling currency, transactions, and confidential information in a responsible manner.
- Using software to track bank information and generate reports.
- Following all bank financial and security regulations and procedures.

Bank Node and Money Changer

November 2017 – Feb2019

Travelex Exchange LLC, Dubai International Airport and Abu Dhabi International Airport-UAE.

- Deliver excellent customer service.
- Ability to accomplish and perform multi task same time without confusion.
- Ability to knowledge fake currency.
- Execution of Exchange Money accordance to the company policy, and central bank rules.
- Keeping documents highly sensitive to financial management.
- Send and Receive Money according to the Central Bank rules.
- Retail, cash handling and/or banking experience.
- Ensure compliance to legal and corporate requirements.
- Manage till stocks.
- Adhere to promotional marketing offers.
- Fully investigate over's and shorts (differences) and report.
- Follow the sales process in order to maximize sales.

Ahmad Alkhayat

Computer Information Systems

United Arab Emirates
Dubai

Email: AhmadAlkhayat99@gmail.com
Mobile: 0588268921

-
- Use every opportunity to upsell and cross-sell.
 - Recognizes the warning signs of questionable transactions and mitigate possible effects of the
 - Sale.
 - Adhere to company and location policy and procedures, including Audit, Risk, Health & Safety, Security and customer service requirements
 - Achieve individual KPIs / targets.
 - Maintain high standards of housekeeping and presentation of stores.
 - Contribute to the success of the team.
 - Demonstrated experience working with computer systems.
 - Ability to work independently as well as in a team environment.
 - Ability to handle routine activities with attention to accuracy and detail.
 - Flexible to work different shifts and locations as required.
 - The ability to build and manage relationships, developing trust and credibility with customers, partners, peers, teams, internal and external stakeholders.
 - A strong record of performance delivery in their area of expertise, through increased sales. And/or performance against KPIs.
 - The ability to analyses issues and solves problems.

**Sales Executive and Customer Service,
Pan Emirates Home Furnishings LLC, Sharjah-UAE.**

JUN 2015 – NOV 2016

- Welcoming customers to the store and answering their queries.
- Understanding customer's taste and preferences and giving some suggestions and advice.
- Remain knowledgeable on products offered and discuss available options.
- Build productive trust relationships with customers.
- Team up with workers to ensure proper customer service
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis.
- Handle returns of merchandise.
- Changing the store's design.

(University Of Petra)

October 2015 – January 2016

Parliament E-Voting system (Graduation Project)

Implementation / Design

Web site to sell cars (using ASP.Net)

Implementation / Design

Web site medical clinic (using PHP)

Implementation / Design

SKILLS

- Eager to learn.
- Good Customer Service Skills.
- Good numerical ability.
- Communicate well with others.
- Negotiation skills.
- Product knowledge.
- Attention to detail.
- Handling customer complaints.
- Hold an excellent place of HTML, java script, CSS, JQuery.
- Web Application ASP.net / VB.Net.
- Web Application PHP programming.
- Excellent in E-Marketing.
- Excellent in E-Business.
- Excellent in Business Management.

Software

- MS office, (Word, Excel and Power point)
 - Visual studio
 - Microsoft SQL Server
 - PHP My Admin
 - ASP.net / VB.Net
 - HTML.
-

Personal qualities

- having a flexible approach and can do attitude
 - Highly motivated and organized.
 - able to explain technical data to non-technical colleagues
 - Have good technical and analytic skills
 - ability to ensure projects run to schedule and budget
-

EDUCATION

University of Petra, Jordan

Bachelor of computer information system – 2016

Cumulative average : Good

PERSONAL INFORMATION

- Birth Date : 10 February 1993
- Gender : Male
- Nationality : Jordanian
- Living : Dubai
- Marital Status : Single
- Languages : English and Arabic

REFERENCES

Available upon request.