

KHALED SEIF ALDEN

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OBJECTIVE/SUMMARY

To look for a job with a very competitive firm that and enjoys human resource management with well-established training program to aid me in accomplishing my future goals and it crucial for this entity not to allow partiality and favoritism and to possess up word mobility and promotion from within mentality..

QUALIFICATIONS

BA IN ECONOMICS (competence of banking and insurance)

[1/9/2010] – [25/11/2014] *University of Damascus, SYRIA*

Relevant grades: Risk management 90, Bank marketing 93, financial math 90,
Islamic banks 88, Accounting financial facilities 88, English 88

MBA MASTER

[1/9/2015] – [now] *SVU, SYRIA*

WORK EXPERIENCE

CONTENT CREATOR

[1/2/2019] – [now] *Business solution consultation agency*

- ◆ Research industry-related topics.
- ◆ Prepare well-structured drafts using digital publishing platforms .
- ◆ Promote content on social networks and monitor engagement .
- ◆ Edit and proofread written pieces before publication .
- ◆ Identify customers' needs and recommend new topics.

PROJECT SENIOR OFFICER

[26/2/2018] – [1/12/2018] *Syria International Islamic Bank. Mazzeh, SYRIA*

- ◆ Work creatively and analytically in a problem-solving environment demonstrating teamwork, innovation and excellence.

- ◆ Participate in establishing practices, templates, policies, tools and partnerships to expand and mature these capabilities for the organization.
- ◆ Deliver appropriate and effective executive level communication.
- ◆ Understand interdependencies between technology, operations and business needs
- ◆ Manage project scope and changes.
- ◆ Monitor staff performance and complete performance reviews.
- ◆ Participate and/or drive feasibility studies, vendor selections and proposals for evaluation by appropriate key stakeholders.
- ◆ Assist in dispute, negotiation, arbitration or litigation, as needed
- ◆ Maintaining and monitoring project plans, project schedules, work hours, budgets and expenditures.

ELECTRONIC SERVICES SENIOR OFFICER

[1/1/2017] – [25/2/2018] Syria International Islamic Bank. Damascus, SYRIA

- ◆ Communication with the branches to take the feedback on services and ways of development and customer needs.
- ◆ Work and coordination with external parties such as companies prepared for services and concerned internal parties to develop a new or current service.
- ◆ Training branch staff on the new service and to explain the mechanism of action.
- ◆ Follow-up to the launch of the new service, and do all the reports on.
- ◆ Support Electronic Banking Manager in other duties as assigned and provide back up within the Electronic Banking department as needed.
- ◆ Supervising the work of electronic service officers.

ELECTRONIC SERVICES OFFICER

[2/9/2015] – [31/12/2016] Syria International Islamic Bank. Yafour ,SYRIA

- ◆ Provide assistance to customers, employees and visitors following the department's procedures.
- ◆ Following the claims of customers withdraws ATM action.
- ◆ Provide support to our business customers.
- ◆ Following the CSC account and the fees.
- ◆ ATM settlement .

RELATIONSHIP SPECIALIST

[10/1/2015] – [2/9/2015] ALSAHAT Economic Journal. Damascus, SYRIA

- ◆ Building positive relationships with customers.
- ◆ Understand customer needs and develop plans to address them.
- ◆ Resolve customer complaints quickly and effectively.
- ◆ Promote high-quality sales, supply and customer service processes.
- ◆ Aim to preserve customers and renew contracts.

PRIVATE TUTOR FOR MATH AND ENGLISH

[1/1/2014] – [1/1/2015] ALSAHAT Economic Journal, SYRIA

- ◆ Identify students' individual learning needs.
- ◆ Work with students to improve their skills in Math and English.

MATH TEACHER

[1/1/2013] – [1/1/2014] The school of Alshahid Ismail Abu khair. Ref demashq, SYRIA

- ◆ Utilizes an adopted course of study, instructional program guidelines, and other materials in planning and developing lesson plans and teaching outlines.
- ◆ Provides group and individual instruction to motivate pupils, and effectively utilizes the time available for instructional activities.

RELEVANT COURSEWORK

- ◆ PMP preparation course (ALTANMYA ACADEMY).
- ◆ Islamic Banking Services (BTC center).
- ◆ Banking and Finance (Syrian International Islamic Bank) .
- ◆ business model canvas workshop (JCI Syria)
- ◆ Monitoring and Evaluation workshop (JCI Syria)

LANGUAGES

- ◆ **Arabic** : is a mother language.
- ◆ **English** :is exceptional (Writing: advanced / reading: advanced / speaking: advanced)

SKILLS

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|------------------------------------|---|
| ◆ Excellent computer and IT skills | ◆ Able to work individually or in a team. |
| ◆ Web design. | ◆ Attention to detail. |
| ◆ Advanced Excel. | ◆ Enjoy a competitive environment. |
| ◆ Punctual and well presented. | ◆ Able to work under pressure. |
| ◆ Good listener. | ◆ Problem solving |

REFERENCES

- ◆ References are available on request.