

MOHAMMAD TOBA

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❖ OBJECTIVE

Exceptionally reliable and well-trained Banker. Passionate individual, highly motivated, hardworking, and creative problem solver are a few of the attributes that make me an ideal candidate. Several years of customer service experience with national and international clients. In pursuing developing and elevating myself professionally, I am open to new opportunities and experiences.

❖ EDUCATION

Zarqa University, Zarqa. JORDAN

10/2018 -- 06/2022

Faculty of Economics and Business Administrative- BANKING AND FINANCE.

❖ KEYSKILLS

- MS Office
- Data Analytics
- Team Leader
- Digital Marketing
- Content Creator
- Copywriter
- English Professional
- Problem Solver
- Zoom, Skype, MS Teams

❖ PROFESSIONAL EXPERIENCE

Teller, Banker

Amman, JO

09/2022 - Present

- Serving customers by completing account transactions.
- Providing account services to customers by receiving deposits and loan payments, cashing checks, issuing savings withdrawals, and recording night and mail deposits.
- Selling cashier's checks, traveler's checks, and series e bonds.
- Recording transactions by logging cashier's checks, traveler's checks, and other special services; preparing currency transaction reports.
- Exchanging foreign currencies, completing safe-deposit box procedures, and providing special statements, copies, and referrals.
- Reconciling cash drawer by proving cash transactions, counting, and packaging currency and coins.
- Reconciling loan coupons and other transactions.
- Maintaining a supply of cash and currency and turning in excess cash and mutilated currency to the head teller.
- Complying with bank operations and security procedures by participating in all dual-control functions, and maintaining customers.
- Traffic surveys, auditing other tellers' currency, and assisting in certification of proof.
- Maintaining customer confidence and protecting bank operations by keeping information confidential.

Amman, JO

03/2022 – 08/2023

Customer service advisor, EXTENSYA

- Providing high-quality customer service by answering customer inquiries efficiently and politely with correct and complete information and redirecting them where appropriate.
- Identifying customer problems and offering appropriate solutions.

Amman, JO

08/2021 – 03/2022

Team Leader, The Posh Group Co. Queen ALIA INT Airport

- Checking the passengers' vaccination certificates.
- Working a double shift organizing lines of passengers arriving by 20-25 planes per day.
- Politely directing and escorting passengers to take the COVID-19 test.
- Helping passengers and responding to their inquiries.
- Ensuring a safe and orderly experience for passengers.

Amman, JO

08/2020 – 06/2021

Assistant Manager, VIVID Restaurant & Lounge (4 Stars)

- Reducing financial inaccuracies by using the Cash OMEGA software system while verifying receipts.
- Collecting data and developing detailed spreadsheets to identify trends and create revenue, profitability, and expense forecasts.
- Developing unique events and special promotions to drive sales.
- Motivating staff to perform at peak efficiency and quality.
- Pitching in to help host, waitstaff, and bussers during exceptionally busy times such as dinner hour.

Amman, JO

11/2018 – 04/2020

Captain Driver, TALABAT & DELIVERY ONE.

- Earning a 5-star driver rating by providing exceptional customer service.
- Managing a team of 5-8 drivers in different zones: responsible for dispatching and reporting to the back office
- Optimizing performance of team members, scheduled to reduce wait times, and in turn increased revenue.
- Delivering perishable items to multiple locations utilizing numerous routes to adhere to strict deadlines.
- Multitasking in a high-pressure environment (tasks included managing fares, navigating during peak traffic windows, and resolving customer issues) all while maintaining outstanding customer satisfaction ratings.
- Overseeing team members maintaining company standards regarding vehicle maintenance and professional experience.

Thank you for your time and consideration.