

# ALI MADAN

*Sales, Cashier, Remittance Specialist and Customer Service*



📍 Bahrain

☎ 0097333311008 /0097339025213

✉ Ali\_aa\_madan@outlook.com

## SKILLS

- Communication Skills.
- Customer Relations.
- Sale.
- Retail
- Relationship Building.
- Team Leadership.
- The ability to do different jobs.
- Team work .
- Individual Work.
- Hard Working and Commitment.
- Multi-tasking

## TRAINING

## COURSES

- 2007 Sales Assistant course from duty free training Centre
- 2007 Induction Program for Sales Assistants from Bahrain International Retail Development Centre **(BIRD)**

## TECHNOLOGICAL PROFICIENCIES

- Microsoft Office Suite
- Reservation Systems
- Data Entry Systems

## LANGUAGES

## CORE COMPETENCIES

- Maintain the transaction of money exchange to different currencies.
- Answer customers' queries through phone or by face to face.
- Provide excellent customer service by answering or referring financial questions to correct supervisory staff.
- Demonstrated ability to quickly and accurately Count currency, coins, and checks received, by hand or using currency-counting machine.
- Highly skilled in entering customers' transactions into computers in order to record transactions and issue computer-generated receipts.
- Balance currency, coins, and checks in cash drawers at the start and end of shifts, and calculate daily transactions using computers, calculators, or adding machines.
- Conduct Sales Professionally.

## EDUCATION

2002 - 2004     **National Diploma 'Business & Finance' "Accounting"**  
Bahrain Training Institute

2001 - 2002     **First Diploma 'Business & Finance' "Accounting"**  
Bahrain Training Institute

1998 - 2001     **General Secondary School (Commerce Section)**  
Ahmed Al-Omran School

## PROFESSIONAL EXPERIENCE

2018 - 2019     **Customer Service Agent**  
**Unicorn Technology Center**

This division of the company is responsible of holding all the matters of diving activities in Bahrain on behalf of Bahrain Tourism & Exhibition Authority **(BTEA)**. **Main Duties:**

- Serving Customers
- Issuing Tickets
- Issuing Diving Permissions
- Organizing Diving Activities
- Touring
- Answering Customers Queries
- Contacting with (BTEA)
- Entering Data

- Arabic spoken and written
- Spoken and written

## ACTIVITIES

- Conducted industrail Training in Batelco - (customer relation department)
- Participated in the Subscription for Al Ithmar Bank

2007 - 2018

### **Cashier and Remittance Specialist**

#### **Gulf International Exchange Co**

- Conduct Different Types of Money Transaction
  - Westren Union
  - Bank Transaction
  - Money Gram
- Currency Exchange

2007 - 2008

### **Sales Assistant**

#### **Bahrain Duty Free Shops**

2005 - 2006

### **Salesman**

#### **Cedar Trading**

- Conduct Sales
- Customer Service