

Curriculum Vitae

Hamad A. Husain Ahmed Ali

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PERSONAL IDENTITY

Date of birth: 17, June 1991

Nationality: Bahraini

Marital Status: Married

Qualification

- Bachelor of Accounting University of Bahrain 2009 – 2015
- Commercial specialization Alnaeem Secondary School 2006 – 2009

JOB OBJECTIVES

A hard working, motivated professional with an understanding of accounting procedures, looking to secure an entry level accounting position that utilizes my qualifications, knowledge and to provide me with the opportunity to pursue a career as a corporate accountant.

WORK & TRAINING EXPERIENCES

From October 2019– up to date

Travelex company – Accountant Assistant

Collect the invoice from the clients and prepare the checks for the payment.

Prepare the VAT Refund

Submit the VAT Return

Travelex company - Sales consultant -2017 to 2019

Duties Discription:

Selling and Buying different currencies with excellent customer service and provide the customer needs by offering them the best products and services to satisfy customer's need, Also I had AML course training.

Key accountabilities:

- Deliver excellent customer service
- Follow the sales process in order to maximize sales
- Contribute to the success of the team
- Ensure compliance to legal and corporate requirements

From august 2015 - February 2017 Bahrain Concierge service company

Tasked with answering a professional company image through phone interactions with new and existing clients. Main duties include answering customer enquiries, resolving their problems, up selling & marketing appointments

Duties include:

- Providing advice, information, and assistance to callers
- Attempting to resolve all enquiries on first contact with the caller
- Involved in processing orders, forms, and applications
- Having a professional and courteous manner at all times
- Taking ownership of all call center calls and queries
- Involved in designing new process to improve customer experience and call center agent productivity

March 2015 – April 2015 Bahrain Islamic Bank

Duties include:

- Getting familiar with the company's systems and processes and getting used to the right process of entering data
- Revising all transactions to make sure they comply with bank's policies
- Processing clients transactions and loan applications
- Assisted Manager with different projects
- Reconciled bank statements and accounts
- Updated management reports

General experience and personal qualities:

- Self-aware, open-minded with a high degree of personal and professional integrity
- The ability to build and manage relationships, developing trust and credibility with customers, partners, peers, teams, internal and external stakeholders
- The ability to analyze issues and solve problems

TECHNICAL SKILLS

- **Proficient in Sage 50 in all of its applications (Beech Tree)**
- Proficient in Microsoft Office products
- Information gathering and management

- Knowledge of liabilities and payment obligations

SKILLS & INTERESTS

- Excellent troubleshooting and problem-solving skills
- Ability to work both independently and in team environments
- Strong communication skills (verbal and written) in both Arabic and English
- Time management skills to meet business demands
- High learning agility and ability to thrive in a fast-paced environment