



## Curriculum vitae

Name: Sinad Mohammed Faleh Abu Sheeh

Bachelor's Degree: management information system (MIS)

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### PERSONAL INFORMATION :

Birth date : 15 October 1994

Gender : Male

Nationality: Jordan , German

Residence Country: Jordan

Social status: engaged

### WORKPLACE:

AI RAJHI BANK JORDAN / Retail Banking Branches

Date of hiring : 08/01/2017

Functional class : Grade 2

### Education :

Management information system

Yarmouk university - September 2012 – may 2016

Obtained the MIS degree with **AVG 71.4 (good)**

### FUNCTIONAL MOVEMENTS :

- \* 08/01/2017 – 01/01/2018 Trainee & customer service support
- \* 01/01/2018 – 04/09/2018 Teller / Retail banking group
- \* 04/09/2018 - 11/12/2018 Meter greeter ( receptionist )
- \* 11/12/2018 Back to Teller

### JOB PURPOSE (Teller):

Performs a variety of customer services activities in assigned branch. Includes receiving and disbursing cash to/from customers and executing any other operations that may involve cash handling in addition to depositing checks in customers' accounts and answering their queries in a friendly and effective manner within the confines his authority.

### JOB PURPOSE (Receptionist):

Reception & welcoming the clients is in order to market & sell banks services and products.

### SERVICE QUALITY :

- Maximize departmental productivity
- Ensures timely posting & accuracy of all transaction in cash area

**JOB-SPECIFIC SKILLS & KNOWLEDGE :**

- Patient, able to work under pressure
- Communication & team work skills
- Problem solving & accuracy
- Coordinating & Following-up abilities
- Legal & accounting principle of banking operations
- Customer relationship management
- Time management skills
- Computer literacy : MS- Word / MS-Excel

**COURSES :**

- Coursework in Computer science and information technology
- Coursework in Databases , HTML , CSS ,C++ , Visual Basic , MYSQL and JavaScript
- Coursework in Business , management and marketing
- Coursework in System analysis and communication networks