

Mustafa Ahmed Eltahir Ahmed

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OBJECTIVE

With over 6 years of comprehensive experience in the banking sector, I am proficient in delivering superior customer service and expertly presenting tailored financial solutions. I am committed to leveraging my skills to enhance operational efficiency and elevate customer satisfaction levels within a dynamic banking environment.

EDUCATION

- Bachelor's Degree with Honors in Economics, Khartoum College of Applied Studies, 2017
- Master Degree in Economic, international university of Africa , 2024

PROFESSIONAL EXPERIENCE

Al Balad Bank, Khartoum, Sudan | Customer Service Representative and Teller | 2021 - Present

- Excel in front-line customer service roles, adeptly handling inquiries and transactions with professionalism and efficiency.
- Expertly manage customer accounts and process transactions, providing personalized financial product recommendations.
- Collaborate effectively with team members to ensure a cohesive customer experience, highlighting exemplary teamwork and problem-solving capabilities.
- Uphold stringent accuracy in all transactions, strictly adhering to banking regulations and company policies.

Family Bank, Khartoum, Sudan | Teller/Customer Service & Various Roles | 2019 - 2021

- Versatile role encompassing Teller, Customer Service, Electronic Check Clearing, Investment Office, and Back Office operations.
- Developed and applied a broad skill set including problem-solving, adaptability, and multitasking, underpinned by outstanding organizational and creative thinking abilities.

PROFESSIONAL DEVELOPMENT COURSES

- Bank Marketing and Customer Excellence Services, Balad Bank, 2021

- Discrimination in Customer Service, Family Bank, 2020
- Entrepreneurship, Universal Training, 2019
- Fundamentals of Banking, Family Bank, 2019

CORE COMPETENCIES

- Problem Solving
- Flexibility and Adaptability
- Exceptional Communication Skills
- Team Collaboration
- Organizational Efficiency
- Creative Solution-Finding
- Efficient Multitasking
- CRM
- MS Office
- (POS) Systems
- ChatGPT & AI Knowledge

LANGUAGES

- Fluent in Arabic and English

PROFESSIONAL REFERENCES

- Mr. Saif Hassan Elsheikh, Manager, Africa University Branch, Albalad Bank | 📞 +249 123958200
- Mr. Omer Mohamed, General Manager, Family Bank | 📞 +249 912616512
- Mr. Omer Ahmed Eltahir, Operation Officer, QIB, Doha, Qatar | 📞 30830833

Additional Information: Transferable visa and NOC available upon request.