Mawada Abdelkarim
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Professional Summary

Dedicated and detail-oriented Bank Teller with 8 years of experience providing excellent customer service, processing financial transactions, and maintaining accurate account records. Proficient in handling cash, balancing registers, and ensuring compliance with banking regulations. Adept at building rapport with clients and resolving inquiries efficiently. Seeking to contribute skills in a dynamic banking environment.

Key Skills

- Cash Handling & Reconciliation
- Customer Service & Relationship Building
- Financial Transactions & Balancing
- Bank Software (Penta bank)
- Fraud Detection & Risk Management
- Compliance with Banking Regulations
- Cash Drawer Management
- Problem-Solving & Conflict Resolution
- Attention to Detail & Accuracy
- Team Collaboration

Professional Experience

Bank Teller

[Al Nile Bank for Trade & Development, [Khartoum, Sudan]
March, 2016– April, 2023

- Process daily customer transactions including deposits, withdrawals, transfers, and loan payments.
- Maintain a balanced cash drawer and reconcile daily transactions to ensure accuracy.
- Identify and address customer needs, providing tailored solutions for banking products and services.
- Adhere to all bank policies and procedures, ensuring compliance with federal and state regulations.
- Assist with branch operations, including opening and closing accounts, and supporting loan processing.
- Handle customer inquiries, resolve issues, and provide proactive solutions to improve customer satisfaction.
- Process checks, wire transfers, and other financial transactions efficiently and accurately.

Education

[Bachelor Business Administration]

University Of Khartoum, [Khartoum, Sudan]
Graduated:, 2013

Certifications & Training
- **Anti-Money Laundering**
- **Computing Counterfeiting**

Technical Skills
- **Banking Software**: [Penta Bank**].**
- **Microsoft Office Suite**: Word, Excel, PowerPoint, Outlook.
- **Data Entry & Record Management**

Additional Information
- Languages: [Arabic, English]