

ADIL ZOUIITY

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BANK TELLER

PROFESSIONAL OVERVIEW



Personal Details

Nationality :

Moroccan

Religion: Islam

Passport No:

SI6972472

Visa: Employment

Strengths/Skills

► MS-Office

(Word, Excel, Access and PowerPoint)

► Strong inter-personal and communication skills

► Fast Learner

► High adaptability

► Perseverance and Integrity to Work

► Innovative thinking

- ☞ A dynamic professional with more than **9 years** of Gulf experience in Banking sector , Administration, Financial services in branch operations ,AML Compliance and business development
- ☞ **Presently working with commercial bank of Dubai as TELLER** Competent in implementing effective solutions to the customer needs , with an aim to improve customer contentment and consequently customer loyalty
- ☞ Adept in checking all AML compliance are been followed for the Branch outward remittance and Forex retail and wholesale business
- ☞ Proficient in managing operations in services, building client relationship & achieving high customer satisfaction
- ☞ A keen communicator with exceptional team building interpersonal skills with the ability to work in a dynamic environment .Fluent in Arabic,English,French,spanish

CORE COMPETENCIES

- | | | |
|-------------------------|-------------------------|----------------------|
| • Deposits/Withdrawals | • Advances Handling | • Check Processing |
| • Accounts Balancing | • Bonds/coupon Issuance | • Direct Deposits |
| • Loan Payments | • Mortgage Guidance | • Financial Analysis |
| • Merchant Transactions | • Asset Management | • Cross-selling |

2013 – 2021 : Working with Commercial Bank of Dubai

As: BANK TELLER IN DUABI AIRPORT IMMIGRATION

- Greet clients and assist them in financial transactions
- Accepting deposits and payments
- Cash Online deposit using commercial bank of dubai software
- Immigration fees collection and deposit refund
- Maintain and balance cash drawer on daily basis
- Processing withdrawals of deposits .
- Process necessary paperwork for certificates of deposit
- Handling commercial and business accounts
- Handling foreign currencies

2010 to 2012 working with UAE EXCHANGE CENTERE LLC DUBAI

As: JUNIOR TELLER

- Dealing in local currency and foreign currency
- Supervise foreign currency accounts and personally monitor transactions
- Identify referral opportunities and cross sell services effectively
- Following the rule & regulation issued by central bank
- Dealing with corporate exchange

Languages Known

- **ARABIC**
- **ENGLISH**
- **FRENCH**
- **SPANISH**
- **ITALIAN**
- **GERMAN**
- **HINDI**

Working with ETTIJARI WAFABANK AS BANK TELLER (nearly 4 years)

- Cashing checks
- Accepting deposits and loan payments
- Processing withdrawals
- Sell savings bonds
- Accept payment for customers utility bills and charge cards
- sell travelers checks .
- Handling foreign currencies
- Handling commercial and business accounts...

working with COMPUTER SERVICES COMPANY (4 years) as : SALES MAN

- Ensure that each customer receives outstanding service by providing a friendly environment , which includes greeting and acknowledging every customers maintaining .
- Solid product knowledge and all other aspects of customer service .
- Aid customers in locating merchandise.
- Communicate customer requests to management .
- Assist in completing price changes within the department .
- Participate in year-end inventory and cycle counts .

working with COMPUTER SERVICES COMPANY (4 years) as : TECHNICIAN

- Dealing with all electronic devices

ACADEMIC RECORD

- ☞ **Degree in electronics engineering** higher Diploma of Technical Education
- ☞ **Diploma in business administration and Marketing** from Dubai knowledge village institute .
- ☞ **Certificate in office application** from PC LAND INFORMATIC
- ☞ **Certificate first aid for Appointed Person** In Accordance With UK Health and safety
- ☞ **Certificate of Appreciation as the winner of customer service through Cross selling at Metro from UAEXCHANGE COMPANY.**
- ☞ **Certificate of appreciation as secured 1st place in hang on with new (Gold Card) Registration at green line Metro Branches from UAEXCHANGE COMPANY**
- ☞ **2 Certificates of Recognition for the outstanding performance during the Customer Service week 2012 from UAEXCHANGE COMPANY**

DECLARATION

I hereby declare that the particulars given above are true and correct to the best of my knowledge and belief