



# Mohammed Afaneh

## Curriculum Vitae

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**Date of Birth:** 24 Dec 1983  
**Nationality:** Jordanian  
**Marital Status:** Single  
**Driving License:** UAE –Abu Dhabi

### Objective

Seeking a challenging position, where I can utilize my skills, benefit from my education and enhance my practical experience and working knowledge in the field of my studies in Management Information System MIS.

### Professional Experience

#### Customer Service Manager

From: June 2015 to: Present



- Facilitate and provide an outstanding customer service standard.
- Helping to develop and implement a customer service policy for an entire organization.
- Ensuring that a customer's problem is brought to a satisfactory conclusion.
- Work as part of a team to ensure offering world-class Customer Service at all times.
- Completing all administrative tasks and updating records.
- Involved in the day to day management of clients.
- Participation in team building and sales training events.
- Address client concerns and ensure the resolution of issues in a timely manner.
- Maintaining contact with higher management and giving them regular updates.
- Communicate positively with all involved parties in order to facilitate customer's reception of the expected distinguished service.
- Create and promote an environment that fosters both individual and team advancement to ensure the outstanding delivery of customer service.
- Maintain professional work relationships with colleagues, supervisor and manager.

#### Teller

From: January 2006 to: December 2012

Al Howari Exchange, Irbid, Jordan

- Collect and count cash at shift commencement.
- Process all cash transaction that take place on daily basis.
- Maintain accurate details of each transaction.
- Make entries into the system as and when they happen.
- Make daily reports and submit them to my reporting manager.
- Acquire new customers and help with opening their accounts.
- Build good relations with regular customers.
- Train new employees and Coordinate with other cashiers and tellers.
- Market new services and products to our customers.
- Assist customer with their requirement and needs to get the job done.

### Education

#### Diploma in Management Information System MIS June 2006



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### Skills

- Microsoft Office.
- Visual Basic / Visual Basic.net.
- Software/Hardware Maintenance.
- Well Organized, self-motivated and team player.
- Ability to meet deadlines.
- Able to work well under pressure.

### Languages

- Arabic: Mother Tongue
- English: Excellent (Reading, Writing, and Speaking)