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**Malek Mohamad Abdelrahem Toubeh**

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## 

**Professional Experience**

**March 2019 – Present**

**Verification Officer- Digital Products & Department of Committee Development**

**Payit – Digital Wallet**

**Personal Banking Group (PBG)**

**First Abu Dhabi Bank (FAB), Abu Dhabi, U.A.E.**

**Department of Committee Development**

**Duties:**

* Handling the process of social support cards delivery to the eligible UAE nationals.
* Verifying customer’s ID and make sure they are falling within the selected criteria of the social support authority.
* Activating customer’s cards upon their request.
* Making call to customers to identify their location to schedule an appointment to verify their IDs.
* Maintain a database sheet includes customer’s names, information and cards delivery / activation status.

**Payit – Digital Wallet**

**Duties:**

* Doing full KYC to all Payit customers to activate the application with its full features.
* Visiting merchants and assist them to install Payit machines and download the application as well as promoting the bank new products and services.
* Identifying customer’s needs, clarify information, research every issue and provide solutions.
* Manage large amounts of inbound and outbound calls in a timely manner.
* Build sustainable relationships and engage customers by taking the extra mile.
* Seize opportunities to upsell products when they arise.
* Calling customers, follow up their requests to complete the account verification process on Payit mobile application in order to use all features provided by the application.

**March 2018 – February 2019**

**Store Keeper (AAR Concrete Products)**

**Accounting Department**

**Al -Nuaimi Group, Ras Al Khaimah, U.A.E.**

**Duties:**

* Ensure providing the best customer service to Business Partners and maintain the agreed turnaround time for handling and disbursement of credit facilities.
* Send Material requisition for any material needed on site and follow up with purchase for the smooth delivery on time.
* Receive all goods/tools into the storeroom and ensuring that they are in a proper condition.
* Update the GRN/Stock transfer in ERP for each delivery received.
* Organize and file all delivery notes in a proper way easy for checking.
* Property store/stock tools and goods in an orderly manner.
* Keep all storeroom area under his control in a clean and orderly condition at all time
* Prepared at any time for a management stock take.
* Establish minimum/maximum stock levels from all tools and goods.
* Submit monthly reports to the main store supervisor regarding stock verification, scrap items, tools and damage tools.

**November2014 – August2016**

**Accountant – Account Payable & General ledger departments**

**Carrefour (MAF) Head Office, Amman, Jordan.**

**Account payable Department**

**Duties:**

* Preparing daily cash flow and send it to treasury department via e-mail
* Preparing monthly statements of accounts for suppliers using the JD EDWARD financial system
* Preparing reconciliation for the statements on a regular basis to ensure that all transactions are recorded and apply corrections when needed
* Communicate with suppliers and solve any problems may happen.
* Posting invoices using the GIMA accounting system for calculation.

**General ledger Department**

**Duties:**

* Preparing general ledger entries by maintaining records and files.
* Disburses petty cash by recording entry, verifying documentation.
* Preparing journal expenses entries based on local purchases order (LPO).
* Reconciles processed work by verifying entries and comparing system reports to balances.
* Charges expenses to accounts and cost centers by analyzing invoices/expenses recording entries.
* Scheduling and preparing checks, issuing stop-payments or purchases order amendments.

**Academic Background**

* **Bachelor Degree in Accountant** (Applied Science Private University / Jordan - Amman (2013).

# Computer Literacy

* Microsoft Windows OS, Microsoft Office Applications and Internet.

Interpersonal Abilities

* Delivering the work process with quality.
* Meeting and sometimes exceeding deadlines at all time.
* Ability to interact and communicate effectively with people from varied cultures and backgrounds.
* Ability to perform under pressure and work strain.
* Ability to work as a team leader, independently and as part of a team.
* Ability to learn quickly and adapt to new environments.

**PersonalDetails**

* Gender: Male
* Marital status: Single
* Nationality: Jordanian
* Religion: Islam
* Date of birth: 23rdJanuary, 1990
* Place of birth: Amman – Jordan
* Languages: Arabic (Native), English (Fluent).