

# Mubera Čengić

Abu Dhabi

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0582679079

Willing to relocate to: Abu Dhabi

## Work Experience

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### **Customer Service Officer**

Royal Catering Services - Abu Dhabi

March 2017 to Present

### **Associate**

Bosna Bank International - Sarajevo, BA

April 2016 to October 2016

Sarajevo (Bosnia and Herzegovina)

Customer Service Center

- \* Inbound-Outbound,
- \* OBS, DialApplet,
- \* eBanking
- \* Network and sales department, Retail Sector

### **Economist**

Energoinvest - Sarajevo, BA

March 2014 to March 2015

Sarajevo (Bosnia and Herzegovina)

Probationer (1 year) Sector Energokomerc - EK, Department for purchase goods and services, procurement

- \* Commercial;
- \* Insurance;
- \* Tenders;
- \* IT equipment;
- \* Contracts

### **Associate for early payment**

Bosna Bank International - Sarajevo, BA

July 2013 to January 2014

Retail sector

- \* Early payment unit;
- \* Department for credit analysis;
- \* Reprogramming

### **Branch manager**

Ketty - Sarajevo, BA

July 2012 to July 2013

- \* Work with customers,
- \* Suppliers;
- \* Providing storage;
- \* Bookkeeping;
- \* Ordering necessary goods

## Education

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### **Master in Banking, Finance and Economy**

University of Bolton - University of Sarajevo - School of Economics and Business  
December 2013 to Present

### **Bachelor of Business in Management, general**

University of Sarajevo - School of Economics and Business - Sarajevo, BA  
September 2008 to November 2012

V Gymnasium in Sarajevo Bosnia and Herzegovina - Sarajevo, BA  
September 2003 to September 2007

### **english language**

SEBS University - Sarajevo, BA

## Additional Information

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Communication skills accurate, ambitious, confident, creative, committed, efficient, imaginative, independent, motivated, organized, reliable, responsible, supportive, visionary.

Organisational / managerial skills assess the organization's needs, assessing the individuals, delivering assessments with care, maximising learning choice, encouraging participation, linking goals and personal values, adjusting individual expectations, assessing readiness and motivation - self motivation.

Job-related skills SQL database management system

Digital competence Courses for computer programs in -

- \* Windows Word, Excel, Access, PowerPoint (SERDA organisation)
- \* ANTEGRA Information system, Banking Intranet (Bosna Bank International d.d.)
- \* MS Project advanced, Microsoft -project management (Energoinvest, d.d.)
- \* Excel financial functions - advanced (Energoinvest, d.d.)

Other skills Interests: management, new technologies, investing, aerobic, traveling, photography