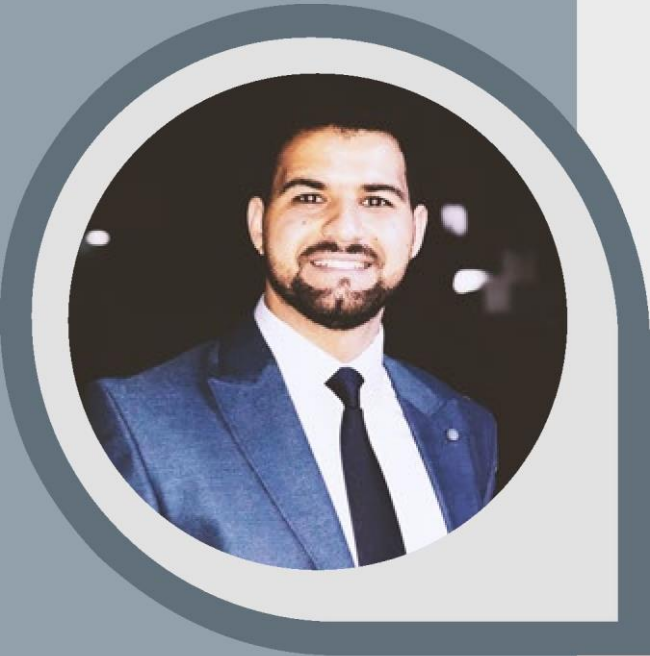




MOHAMMAD AL-SHANWANI

COMPUTER INFORMATION SYSTEM

CAREER OBJECTIVE

I am determined to achieve all my professional ambitions, through proper planning and hard work, by working that allows me to utilize my professional with Prior experiences.

I will be an effective person in my position that reflects my vision and dedicated to provide exemplary work and support the overall mission of the department and facility depend on my professional experience. Result-oriented, intelligent, organized, and motivated individual is seeking an available position to utilize years of experience to fulfill the company's strategic requirements.

CONTACT

-  Mohammad Al-Shanwani
-  mohmmadshanawany@gmail.com
-  00 962 795480093
-  /in/mohammad-shanawany
-  Aqaba, Jordan

PROFILE

- Gender: Male
- Nationality: Jordanian
- Marital Status: Single
- Place of Birth: Jordan
- Date of Birth: Feb 08, 1995

PERSONAL SKILLS

- Stress Management 
- Team Worker 
- Communication Skills 
- Self - Time Management 
- Critical Analysis 
- Organisation & Planning 
- Problems Solving 
- Quality Management 
- Cost Management 
- Quality Management 

EXPERIENCES

Teller and Customer Service, Sep, 2024 – Nov 2024 Al Rajhi Bank-Jordan.

- **Processing Transactions:** Handle customer transactions, such as deposits, withdrawals, transfers, and payments.
- **Cash Handling:** Manage cash, including receiving and dispensing cash, counting and balancing cash drawers, and maintaining cash inventory.
- **Product Information:** Provide customers with information about bank products and services, such as loans, credit cards, and investment products.
- **Account Inquiries:** Assist customers with account-related questions, such as account balances, transaction history, and account status.

Customer Service, Jul, 2022 – Aug, 2024 Arab Jordan Investment Bank - Jordan.

- **Establish and promote cordial relationship with customers,** ensuring prompt attendance to their inquiries and solving their problems to grant them maximum satisfaction.
- **Ensure that all the bank's policies and procedures,** code of conduct and regulatory guidelines are strictly complied with in the process of discharging duties.
- **Open new bank accounts** according to laid down rules and guidelines.

Teller and Customer Service, Aug, 2021 -Jul, 2022 Abu Sheikha Exchange -Jordan.

- Transfer money to all places.
- Withdraw and deposit money from all electronic wallets.
- Transfer money through Western Union system.
- Exchange all currencies (buying and selling).

TECHNICAL SKILLS

Ms Office Programs	<div><div></div></div>
Windows Systems	<div><div></div></div>
Email Correspondence	<div><div></div></div>
Searching by Internet	<div><div></div></div>
Adobe Photoshop	<div><div></div></div>

LANGUAGES

Arabic (Mother Tongue)	<div><div></div></div>
English (Good)	<div><div></div></div>

REFERENCES

MR. Hasan Jradat-Team leader of Sales
(BLOM Bank).
Contact: +962795222919

MR. Majdi Al-Haaj-Manager of
Macdonald's Restaurant.
Contact: +962790126721

Call center Representative, Jan, 2019 -Mar, 2020 Blom Bank - Aqaba, Jordan.

- **Incoming Call Handling:** Receive and respond to customer inquiries, requests, and complaints via phone, email, or chat.
- **Problem Resolution:** Resolve customer complaints and issues, including escalating complex issues to management or specialized teams.

Restaurant Manager, Dec, 2017 - Dec, 2019 Macdonald's - Aqaba, Jordan.

- Provide regular, constructive feedback and training keeping crew trainer update and engaged.
- Provide consistent regular communications with team members to ensure colleagues are up to date and well informed of company policies, procedures, special events.
- Takes responsibility for the health, safety and welfare of all guests, colleagues and self at all the times.
- Coordinates and participates in accurate daily, weekly and monthly inventories of all restaurants.

EDUCATION

Bachelor's Degree in Computer Information System, 2013 - 2018
University of Jordan -Jordan.

High School Certificate, 2011 - 2012 Information technology Stream.
International High School -Jordan, Aqaba.

TRAINING COURSES & CERTIFICATES

- completed the Certified Management Accountant (CMA) Course program, gaining comprehensive knowledge in management accounting principles and practices.

(Exam registration pending.)