



- Palestinian
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TAYSEER MOHAMED
TAYSEER REZQALLA

Accounting

PROFILE

I have more than 7 years of experience in the banking sector through my work at Quds Bank.

EDUCATION

- 2012 → 2015 B.A. in Accounting_An-Najah National University, Palestine
- 2011 → 2012 Palestinian General Secondary Certificate Exam (Tawjihi), Salfit Secondary School , Palestine

Work experience

- 11-2023 → present
Quds Bank
Senior Customer Relation Officer (Deputy Manager)
 - Marketing Bank Services
 - Managing the team and distributing work tasks to achieve the branch's goals and providing support, motivation and guidance
 - Acting on behalf of the branch manager in auditing and signing transactions in cases that require this to continue providing the service and completing the work with the required efficiency.
 - Maintaining a good relationship with customers, working to develop it constantly, and ensuring that the quality of services provided to them through sales and service employees meets customers' desires.
 - Auditing and signing class (A) sales and service department transactions.
 - Preparing and submitting the required periodic reports.
- 04-2022 → 11-2023
Quds Bank
Senior cso (Head Teller)
 - Follow-up and control of the financial transaction and Treating errors in financial transaction.
 - Determine the branch's needs for local and foreign currency in conjunction with the Operation's Manager.
 - Follow-up and match intermediate accounts.
 - Follow-up on inquiries from regulatory departments.
 - Follow up training of new employees.
- 08-2017 → 04-2022
Quds Bank
Bank Teller And Customer Service
 - Marketing Bank Services.
 - Responsible for all financial transaction such as deposit, cashing cheks and with draws .
 - Maintain and balance cash drawer.
 - Recommend and encourage bank services and product to customers.
 - Send and receive fast transfers (Western Union).

PERSONAL SKILLS

- ✓ Very good organizational, interpersonal and communication skills
- ✓ Ability to work under pressure and meat deadlines
- ✓ Ability to work with a team or independently
- ✓ Ability to solve problem and bring innovation

SOFTWARESKILLS

Microsoft Power Point	■ ■ ■ ■ ■ ■
Microsoft Word	■ ■ ■ ■ ■ ■
Microsoft excel	■ ■ ■ ■ ■ ■

LANGUAGES

English	● ● ● ● ○ ○
Arabic	● ● ● ● ● ●
Hebrew	● ● ● ● ○ ○

TRAINING COURSES

- Training courses on Cheques and Clearing System Workshop , 2022.
- Training Courses on Banking Queries ,2022.
- Training Course on Detecting Counterfeiting and Forgery in Currencies,Check and Documents , 2021.
- Training Course on Selling Skills and Cross Selling Techniques, 2018.
- Training Course on Business Etiquette , 2018.
- Training Courses on Shamel Financial Software , 2016.
- Training Courses on Web Perfect Financial Software, 2015.
- Training Courses on Excel for Financial Analysis, 2014.
- Training Courses on Computer Programs.

References

- Mohammad Samara (Branch Manager-Quds Bank). 00 970 599782487
- Ahmad zedan (Branch Manager-Quds Bank). 059-5822877