



RAYAN ISMAIL

Business Admin

A bright business administration graduate and has a proactive approach along with an ability to adapt to change scenarios. I act in professional and responsible way and maintain excellent working relation with the client, colleague, management direct manager and the general public.

Experience

❖ Bank of Khartoum - **march 2016 up to date**

• Branch Supervisor of Relationship Customers

- Responsible for providing exceptional customer service to bank customers, addressing their inquiries, resolving issues, and offering appropriate financial solutions. serve as the main point of contact for customers and play a crucial role in maintaining positive customer relationships.

- Maintain positive relationships with customers, ensuring their needs are met and their concerns, supervise a team of customer relationship representatives providing guidance, coaching, and training.

- Collaborate with branch managers and other department heads to ensure smooth operations and efficient customer service delivery. Implement strategies to enhance customer satisfaction, retention, and loyalty.

- Handle customer complaints and concerns that are escalated from the front-line staff.

- Maintain accurate records of customer interactions, transactions, and feedback.

- Ensure adherence to company policies, procedures, and regulatory requirements.

- Develop and execute strategies to enhance customer loyalty and retention.

• Customer Service officer



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Abu Dhabi - Rawdat



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- Assist customers with account opening, closing, and maintenance procedures. Provide information on account balances, interest rates, and fees. Process account-related transactions, including deposits, withdrawals, transfers, and payments.
- Identify and analyze customer issues, investigating account discrepancies, transaction errors, or any other concerns.
- Adhere to banking regulations, policies, and procedures while handling customer transactions and inquiries.
- Maintain accurate records of customer interactions, transactions, and inquiries. Input relevant information into the bank's customer relationship management (CRM) system or databases. Prepare reports on customer feedback, trends, and service performance metrics.
- Cross-Selling and Upselling: Identify opportunities to cross-sell and upsell appropriate banking products and services based on customer needs and preferences.

- **General teller**

- Cash Handling receive and process customer deposits, withdrawals, and loan payments accurately and efficiently
- Operational Support Assist with various operational tasks, such as opening and closing procedures, branch opening and closing duties, and reconciling cash and transaction records. Support other team members and collaborate with different departments to ensure smooth branch operations.
- Recordkeeping: Accurately record and update transaction details, customer information, and account activity in the bank's computer systems.

❖ **Hospetic medical for import - Sudan -Khartoum 2014 – 2015**

- **Marketing Officer**

- Sales Support Provide marketing support to the sales team by developing sales collateral, product presentations, and sales tools.
- Performance Tracking and Reporting: Monitor and analyze marketing campaign performance, including key performance indicators (KPIs), return on investment (ROI), and lead conversion rates. Prepare regular reports and presentations to communicate marketing results.
- Develop and execute comprehensive marketing plans to promote the company's medical products and services

❖ **Worked Alraya Organization for Peace & Development**

-Khartoum -Sudan 2008 -2012.

- Conduct research on relevant topics, gather data, and contribute to the development of reports, case studies, or project documentation. Assist in monitoring and evaluating program impact and outcomes.
- Assist with administrative duties such as data entry, recordkeeping, filing, and organizing documents.
- Participate in training sessions or workshops provided by the organization to enhance skills and knowledge in areas relevant to the NGO's work.

Education

Ahfad University for Women (AUW)-SUDAN 2009 - 2013

(Bachelor degree in Business Administration)

Training**❖ ALNELIN BANK -Khartoum- Sudan jan-2015- June 2016**

- **Taring aspect:**
 - Customer service
 - Electronic cleaning house
 - Investment banking
 - Human resource and managerial affairs

Courses

- Excellence in customer service training course.
- Anti-money launderings AML course.
- Certified Islamic banker

Skills

- Interpersonal and Teamwork.
- Ethical and Legal Understanding.
- Project Management.
- Financial Management.
- Organization and Time Management.
- Problem-solving
- Strong communication and presentation skills.

References

- Bank of Khartoum, office manager MRS/ Shadya Elhussein
+249925694505
 - Elnilein Bank, office manager MRS/ Nawal Somai
+249912608282
 - Hosptic Medical Company, General manager Rania Ismail
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 - Alraya Organization for Peace & Development, office manager
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