# Badr Eddin Hakim

**Finance & Banking Professional | Customer Service Supervisor | Cards, Compliance & AML**

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## PROFESSIONAL SUMMARY

Bilingual (Arabic / English) Finance and Banking Professional with 6 years of experience, including approximately 3 years in the United Arab Emirates. Expertise covers customer service supervision, Visa and Mastercard card services, cash handling and treasury operations, and call centre banking. Strong track record in compliance, Anti-Money Laundering (AML), Know Your Customer (KYC), quality assurance (QA), CRM reporting, and Central Bank reconciliation. Handled 23,000+ banking inquiries at Dubai Islamic Bank and 40+ cash transactions daily as a teller. Holds a Master of Business Administration (MBA) and a Bachelor of Economics in Accounting.

## CORE SKILLS

**Banking & Finance:** Retail Banking, Cash Handling, Cash Management, Treasury Operations, ATM Settlement, Vault Operations, Central Bank Settlement and Reconciliation, Currency Exchange, Card Services (Visa, Mastercard)

**Compliance & Risk:** AML, KYC Verification, FATCA / CRS, Fraud Awareness, Regulatory Compliance, Documentation and Audit Support

**Customer Service:** Customer Service Supervision, Call Centre Operations, Complaint Handling, Relationship Building, Customer Satisfaction, Quality Assurance (QA), Sales Lead Generation

**Technology & Tools:** SAP CRM, CRM Systems, Microsoft Office, Data Entry, Document Management, AI Tools

**Leadership & Administration:** Team Coaching and Supervision, Training, Reporting and KPI Analysis, Problem Solving, Multitasking, Attention to Detail

## PROFESSIONAL EXPERIENCE

### Customer Service Supervisor

**Jun 2025 - May 2026**

*Valtrans Transportation Systems & Services - Dubai, United Arab Emirates*

- Acted as special administrator for the DXB Greet and Go programme, overseeing service delivery, compliance, and B2B operations to ensure a seamless customer journey.
- Handled customer and B2B client inquiries, complaints, and feedback across multiple channels in line with QA and compliance standards.
- Analysed customer and B2B data in CRM systems for insights, performance tracking, and QA reporting.
- Monitored and logged support tickets, CRM activity, and performance metrics with accurate documentation and QA verification; coached team members on service quality, compliance, and performance standards.
- Contributed to staff training on service excellence, QA procedures, and compliance requirements.
- Prepared reports on KPIs, QA findings, compliance audits, B2B client performance, and technical issues for management review.

### Call Center Agent

**Feb 2024 - Mar 2025**

*Dubai Islamic Bank - Al Ain, United Arab Emirates*

- Handled 23,000+ inbound and outbound banking inquiries while maintaining high customer service standards and call-handling efficiency.
- Managed Visa and Mastercard debit and credit card requests, including activation, transaction inquiries, limits, replacements, and dispute handling.
- Ensured full KYC, AML, and regulatory compliance in line with Central Bank regulations, with precise documentation for all interactions.
- Resolved online banking, mobile app, and transaction issues, and provided technical troubleshooting for digital and electronic banking services under QA and Central Bank guidelines.
- Generated qualified sales leads, supporting compliant product promotion and revenue growth.

### Teller
**Oct 2022 - Oct 2023**

*Bank of Jordan - Latakia, Syria*

- Executed 40+ cash transactions daily with strict adherence to compliance, AML, and Central Bank regulations.
- Served as Shift-in-Charge, leading the teller team and ensuring smooth end-of-day operations and reporting accuracy.
- Managed treasury functions including ATM settlements, cash vault operations, and Central Bank clearing-house settlement; prepared daily settlements and financial reports for the Central Bank.
- Enforced KYC and AML procedures, tracked client activity in SAP CRM, and promoted banking products.

### Banking Intern
**Aug 2022 - Sep 2022**

*Bank of Jordan - Latakia, Syria*

- Supported daily banking operations and client onboarding; participated in KYC verification and data updates; contributed to transaction accuracy and document preparation.

### Islamic Banking Intern
**Jan 2022 - Feb 2022**

*Syrian International Islamic Bank - Latakia, Syria*

- Supported treasury and compliance processes and assisted with documentation, client communication, and service queries; built grounding in Islamic banking principles.

### Accounts and Administration Officer
**Jan 2017 - Jan 2020**

*AL KASSAB CO - Latakia, Syria*

- Managed daily accounting duties including ledger updates, reconciliations, and journal entries in compliance with financial and trade regulations.
- Handled day-to-day cash operations with precision, ensuring adherence to internal controls and compliance standards.
- Prepared public relations and compliance documentation and maintained document management systems for digital and physical records, ensuring regulatory and trade compliance.
- Supported human resources (HR) with administrative coordination, reporting, and compliance tracking.

## EDUCATION

### Master of Business Administration (MBA)
**2020 - 2022**

*Syrian Virtual University*

GPA: 2.75 / 4.00 (76.70% - Very Good)

### Bachelor of Economics - Accounting
**2014 - 2019**

*Tartous University*

GPA: 2.50 / 4.00 (70.02% - Good)

## CERTIFICATIONS

- **Compliance Foundations** - Dubai Islamic Bank (Nov 2024)
- **Fraud Awareness** - Dubai Islamic Bank (Sep 2024)
- **FATCA CRS** - Dubai Islamic Bank (Aug 2024)
- **Practical Accounting (Ameen & Bayan Programs)** (Jun 2020)
- **Preparing to Manage Human Resources** - Coursera (May 2020)
- **Fundamentals of Digital Marketing** - Google (Sep 2019)
- **Innovation in Government Work** - Mohammed Bin Rashid Centre for Government Innovation (Sep 2019)

## LANGUAGES

**Arabic:** Fluent (native) | **English:** Advanced