



Personal Details: -

Name: Feras Nasri.

D.O.B: 24 / 9 / 1995

Nationality: Syrian.

Marital Status: Married.

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Human Recourse graduate with great skills and knowledge of operating human resources processes in an effective and efficient manner. Highly focused with a comprehensive understanding of Human Recourse Management.

Trainings and Work Experience:-

Syria International Islamic Bank,

- **1/2/2023 to Present,**
Damascus, Syria.

Jobe Role: Customer Service Representative.

Worked as Customer Service Representative where I operated & performed the below tasks:-

- Providing information regarding the bank's products and services to the customers.
- Handling any inquiries and resolving customer complaints.

- Protecting the bank's image and contributing to the achievement of the bank's overall goals and objectives.
- Helping to avoid loss of customers and negative reviews.
- Understanding the bank's policies and proposing solutions to customer problems, and also showing in-depth knowledge of the bank's services so that the customers can be correctly informed.

➤ **1/7/2021 to 1/2/2023,**
Damascus, Syria.

Jobe Role: Bank Teller.

Worked as Teller where I operated & performed the below tasks:-

- Serves customers by completing account transactions.
- Provides account services to customers by receiving deposits and loan payments, cashing checks.
- Records transactions and preparing currency transaction reports.
- Informing customers of new services and product promotions, ascertaining customers' needs.
- Reconciles cash drawer by proving cash transactions, counting and packaging currency and coins
- Complies with bank operations and security procedures by participating in control functions, auditing other tellers' currency, and assisting in certification of proof.
- Maintains customer confidence and protects bank operations by keeping information confidential.

Syrian House Restaurant EST,

- **1/6/2018 to 30/6/2020,**
Malaysia, Kuala Lumpur.

Job Role: Accountant Specialist.

Worked as accountant specialist where I operated & performed the below tasks:-

- Assisting the accounting department in daily, monthly, and annual activities.
- Maintaining accurate and complete records, including ledgers, invoices, and receipts.
- Verify, record, and process transactions.
- Review financial reports.
- Creating, reviewing, and presenting budgets.
- Documenting financial transactions.
- Conducting forecasting and risk analysis assessments.
- Keeping account books and systems up to date.

Al-Sham University,

- **1/1/2016 to 6/2/2018,**
Damascus, Syria.

Job Role: Administrative Specialist – Human Resource Department.

Worked as administrative specialist where I operated & performed the below tasks:-

- Audited payroll and service record books to ensure that all required entries and documentation were completed.
- Submit comprehensive and timely reports to supervisors.
- Provide administrative services to the employees such as payroll, dependent, deployments entitlements, and individual bond or allotment changes as requested.
- Supervised and evaluated junior team members to ensure assignment procedures were followed.

- Mentored new employees coming in to help them become acclimated in order that they can perform their duties within the organization.
- Planned daily work activities to meet the organization objectives.
- Assisted other staff personnel with data-entry assignments as required.
- Completed other clerical duties as assigned.
- Responsible for issuing and printing all campus faculty/staff, students and special IDs as needed.

Skills and Expertise:-

- Accounting diploma with standard of management science.
- Dedicated to the given tasks to be done perfectly and per time manner.
- Skillful trainer.
- Great presentation skills.
- Giving orientation and brief to new joiners.
- Hardworking, motivate, creative and diversified character to work with others.
- Customer service.
- Financial and general math skills.

Education:-

- Al-Sham University – 2 / 5 / 2018 – Human Resource Management.
 - Diploma in accounting – Excellent Grade.
 - Body Language course from ILLAFTrain.
 - NLP Diploma course from ILLAFTrain.
 - Effective Communication Skills from ILLAFTrain.
 - Business English course from Harmony Language Center (HLC) – Malaysia.
 - Certified Islamic Banking (CIB) from Al Mashora Company for Consulting and Training.
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