

MOHAMMED ALHUMUD

Professional Summary

Dedicated and results-driven banking professional with over 10 years of experience in the financial services sector. Proven expertise in customer service, teller operations, and branch management. Known for delivering exceptional client support, managing cash operations accurately, and leading teams to achieve high performance and compliance. Adept at fostering client relationships and ensuring efficient daily operations. Seeking to contribute strong operational and leadership skills in a dynamic financial institution.

Work Experience

Injaz Payment Co. Bank — *Saudi Arabia*

Customer Service Officer / Teller / Head Teller / Center Manager

2015 – 2025

- Delivered high-quality customer service to retail and business clients, resolving inquiries and complaints effectively.
- Processed daily cash and financial transactions with accuracy and adherence to compliance standards.
- Managed teller operations, ensuring proper cash handling, balancing, and end-of-day reporting.
- Supervised teller staff, conducted training, and improved operational efficiency across the branch.
- As Center Manager, led the branch team to meet performance KPIs, sales targets, and service excellence.
- Oversaw cash flow, compliance audits, and coordination with head office on key initiatives.

Riyad Bank (STO) — *Customer Service Officer*

2015 – 1 Year

- Supported branch operations by assisting customers with banking services and product inquiries.
 - Maintained a high level of client satisfaction through personalized service and issue resolution.
 - Promoted banking products and contributed to client retention strategies.
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Education & Certifications

- **ESL (English as a Second Language)** — *Canada*
Completed a certified English language training program to enhance communication skills.

- **(Professional Exchange and transfer license)** – *Finance Academy*
 - **High school degree**
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Skills

- Customer Service Excellence
 - Cash Handling & Teller Operations
 - Branch Operations & Management
 - Team Leadership & Staff Supervision
 - Banking Compliance & KYC Procedures
 - Cross-Selling Financial Products
 - Conflict Resolution & Problem Solving
 - Microsoft Office & Core Banking Systems
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Languages

- **Arabic** – Native
 - **English** – Intermediate (ESL Certified)
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Contact

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-  Languages: Arabic (Native), English (Intermediate)