

## *Curriculum Vitae*



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### **Personal information:**

Name: Mohammad Basheer Riyalat  
Date of birth: 14<sup>th</sup> February 1978  
Marital status: Married  
Nationality: Jordanian  
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### **Qualifications:**

- Economics (B.s) from AL Al-Byte University, graduated in 8/2000.
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### **Experiences:**

#### **Jordan Commercial Bank (Teller & Bank Facilities) from 4/2/2001 to 4/7/2004**

- receive and count working cash at beginning of shift
- identify customers, validate and cash checks
- accept cash and checks for deposit and check accuracy of deposit slip
- process cash withdrawals
- perform specialized tasks such as preparing cashier's checks, personal money orders, issuing traveler's checks and exchanging foreign currency
- perform services for customers such as ordering bank cards and checks
- receive and verify loan payments, mortgage payments and utility bill payments
- record all transactions promptly, accurately and in compliance with bank procedures
- balance currency, cash and checks in cash drawer at end of each shift
- answer inquiries regarding checking and savings accounts and other bank related products
- attempt to resolve issues and problems with customer's accounts
- initiate and open new accounts
- explain, advise on and promote bank products and services to customers

**Amman Baccalaureate school / Accountant & Social committees manager  
from 22/08/2004 to 29/11/2012.**

- \*Follow-up collection of fees for students with continuous follow up of overdue balances.
- Responsibility for all relevant correspondence with the bank and deliver appropriate reports to the administration.
- Management accounts expatriates and foreigners.
- Refunds administration of health insurance and give it back to the employees.
- Follow-up with the insurance company and maintain insurance policies.
- Settlement bank accounts and makes the bank reconciliations.
- Coasting the input and the output for the stores with yearly Collection for all the items.
- Preparation of transactions daily ledger
- Pay the salaries for daily and monthly contracts.
- Regulation of financial matters related to the outdoor trips for teachers and students.
- Management of financial matters of internal activities and supervision on the ground.
- Organize files related financial daily movements expenses and revenues.
- Follow up the private telephone communications department staff.
- Management and organization of recreational and cultural activities for staff with coordination with private companies for sponsoring and supporting of these activities
- any other articles or reports required by management.

**Safeway (Front end supervisor) from 29/11/2012 to 04/10/2013 .**

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- Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
- Inventory stock and reorder when inventory drops to a specified level.
- Instruct staff on how to handle difficult and complicated sales.
- Train Front End Clerks and evaluate their performance.
- Assign employees to specific duties.
- Enforce safety, health, and security rules.
- Ensure product is correctly priced and registers function properly.
- Perform customer service center duties including; Western Union, money orders, phone cards, gift cards, account payments, lottery, and merchandise returns.
- Perform loans, pick-ups, and change orders.
- Itemize and total customer merchandise selection at checkout counter, using cash register, and accept payment for purchases.
- Pack customer purchases in bags or cartons.
- Transport packages to customers' vehicles.
- Answer customers' questions about merchandise and advise customers on merchandise selection.
- Handle bottle returns, and customer service calls in the bottle room.
- Clean check-stands or assigned areas, fill supplies.

**Gulf-Almuheit trading company (Station Manager) from 12/10/2013 to 08/01/2014 .**

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Responsible for day-to-day operations, ordering, scheduling, training, supervising employees, store image, profits, all controllable expenses, labor, inventory, cash, and shortages. Determine stock needs, interact positively with vendors and customers, monitor receiving goods, maintain inventory and minimize waste and pilferage. Oversee and control all funds. Gas Station Managers must plan, schedule,

supervise, and ensure that all Gas Station Attendants adhere to store policies and procedures.

**Bangladesh Embassy (First secretary Assistant) from 12/01/2014 until now.**

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- Verification of employment contracts & recruitment documents
- Workers' registration/documentation
- Counseling on work-related concerns/work permits/visa
- Conciliation/negotiation with employers
- Solve all the problems for housemates and taking care of them.
- Manage all visits and events preparations with high-level.

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**Academic Researches:**

- Female share in Jordan labor from 1979 to 1999.
- Advertisement for the unique customer through the internet.
- Reduce the cost of non-profit institutions.

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**Languages:**

Language	Write	Read	Speak
• Arabic	Excellent	Excellent	Excellent
• English	Very Good	Very Good	Very Good

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**Courses & own business :**

- Jordan Gulf Bank:
  - 2001: Inclusive employed course.
  - 2001: Costumer service course and facilities.
  - 2002: Counterfeiting money and document course.
  - 2004: Costumer service skill course.
  - 2004: Bills course
  - 2004: Letter of Credits course
  - 2004: Computer (Windows, Microsoft word and Excel) course.
- British council 2005: English course level 7

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**My SKILLS:**

- Very good Knowledge of Microsoft office tools (Word, Access, Excel and PowerPoint) & Most of other computer programs.
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