



Mostafa Dadfar

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Dedicated and professional bank clerk with nearly 3 years of experience in the customer service field. Extensive interpersonal communication skills and problem solving abilities. Able to resolve customer complaints quickly and professionally. A candidate who combines commitment and a strong work ethic to maximize efficiency and success. Familiar handling and accurately completing administrative duties.

Educational Background

Amirkabir University of Technology

Master's Degree in Information Technology - Ecommerce
2016

Tehran, Iran

Ilam University

Bachelor's Degree in Information Technology
2013

Ilam, Iran

Skills & Proficiencies

- Process Analysis
- Design and Analysis of e-Commerce Systems
- Business Process Reengineering
- Problem Solving
- Customer Loan Processing
- Account Services
- Customer Service
- Team Leadership
- Analytical Thinking

Work Experience

Bank Clerk | QMB Bank

Ilam, Iran - January 2020 - Current

Answered customer inquiries regarding account balances, transaction history, services charges and interest rates.

Processed customer transactions promptly, minimizing wait times.

Learned about customer's financial needs, established trust and optimized sales opportunities resulting in quality customer service.

Recognized needs and referred to appropriate representative or line of business for cross-sell or service opportunities.

Assisted customers with setting up or closing accounts, completing loan applications and signing up for new services.

Executed wire transfers, stop payments and account transfers.

Handled various accounting transactions.