|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | | | |
|  |  | **Name** |  | MADIEH |
| **Degree** | Bachelor degree ( faculty of Commerce ) |
| **Job Title** | Accountant |
| **Nationality** | Egyptian |
| **Date of Birth** | 18/8/1987 |
| **Gender** | Male |
| **Desired Job** | TELLER |
| **Address** | Abu hail-Dubai-UAE |
| **University** | Al gazera university |
| **E-mail** | [Madieh.267244@2freemail.com](mailto:Madieh.267244@2freemail.com) |
|  |  |
|  | | | | |
| My Skills Summary | | | | |
|  | | | | |
| * **Skilled in providing quick customer service.** * **Good knowledge of maintaining cash register and other cash related procedures.** * **Experienced in monetary transactions such as giving out and receiving change.** * **Sound understanding of travelers checks, gift certificates, food stamps, refunds and processing coupons.** * **Adept at balancing transactions through checks, currency, credit cards and register receipts.** * **Very dedicated and meticulous about work and maintain a high level of accuracy in all transactions.** | | | | |

|  |  |  |  |
| --- | --- | --- | --- |
|  | |  | **MS Word Export,excel,power point ,Microsoft Navision** |
|  |

|  |
| --- |
| **Work Experience** |

* - AL ROSTAMANI EXCHANGE- UAE, DUBAI,

**UAE – Dubai (full time) February. 2013 till present**

**Position:**

* **TELLER**

**Job Description**

* **Handle cash transaction with customers.**
* **Issue receipts, refunds, change or tickets**
* **Redeem stamps and coupons.**
* **Make sales referrals, cross-sell products and introduce new ones.**
* **Resolve customer complaints, guide them and provide relevant information.**
* **Greet customers when entering or leaving establishments.**
* **Maintain clean and tidy checkout areas.**
* **Keep reports of transactions.**
* **Bag, box or wrap packages.**
* **Pleasantly deal with customers to ensure satisfaction.**

**·:· Purchaseandsaleofforeignercurrency.**

**•:• Telextransfertoglobalaccountsthroughswift.**

**•:• instanttransferoffundsthroughexpressmoney.**

**•:• MoneyGram.**

**•:• Travelexmoneytransfer.**

**•:• Issuanceofdemanddraftofmajorbanks.**

**•:• Cashpassportmoneytransfer.**

**•:• Interemiratesfundtransfer.**

**•:• Encashmentandsaleoftravelerschecks.**

**•:• Cashadvanceagainstallmajorinternationalcreditcards.**

**•:• CollectionoftickettariffforairArabiacustomer.**

**•:• Acceptanceofapplicationsfornationalbonds.**

**•:• HandlingallArabiccustomercomplaininthebranch.**

**•:• Runcustomersatisfaction surveys.**

* RAGAB SONS INDUSTRIAL RETAIL COMPANY

**Cairo – Egypt (full time) December. 2009 till 2011**

**Position:**

ACCOUNTANT

**Job Description:**

**GENERAL ACCOUNTS SECTION**

**- Review Treasury documents in terms of:  
accurate auditing of all the points what is written for each of the dates and amounts and signatures and serial number.  
-payment documentsfor both revenue from sales and other kind of revenue with classification.  
-Expenses documents with checking on the accompanying documents of tax invoices and signatures and approvals managers specialists.  
-Return purchases bonds with checking on proven procurement process and discard products of the branch.  
-Banks deposit bonds, whether local or foreign currency.  
-Follow-up sales Visa machine and the returned amount.  
-Review of vendor accounts payable to them through the program and follow the payment rules.  
-Matching all received cash from sales with that transaction passed into the system (daily statement from program).  
 -surprise check for the cashiers till.**

**-Journal entries**

* KFCEGYPT

**Cairo – Egypt (full time) October. 2007 till 2008**

**Job Description:**

**- Handling cash during operating till**

**- Customer care**

**Professional Experience:**

• **CredentialsinthefieldofBanking &Finance andabilitiestotackleproblems.**

**• Potentialorganizer withtheabilitytoorganizevarious eventsinvolvingteamwork andinclination to growinthefieldofBanking &Finance**

**• Strongcommunication, interpersonal, analyticalskillswithproficiency atgrasping newkey**

**Concepts**

**Quicklyandutilizingthesameinaproductivemanner**

**Personal & Professional Profile**

**q Work under tremendous work pressure & meet with the dead-lines with ease and efficiency.**

**q Learn quickly and adapt to changing environments.**

**q Team player, with good inter-personal relations dealing effectively with people at all levels.**

**q Independent highly motivated with a strong desire to experience challenging jobs.**

**q Strong work ethics, flexible and organized.**

**q Strong ability to assess business conditions and develop problem analysis with an appropriate condition adjusted solutions.**

**q Excellent communication skills on both individual and group levels.**

**q Ability to participate in decision making and managing multiple tasks throughout pressure.**

**q Capability to adapt to organization culture and adjust to various working environments.**

**q Strong communication, organization, problem-solving, follow up and follow through skills.**

**q Extremely detail oriented, solid interpersonal skills.**

**q Proficient in managing simultaneous projects and successfully meeting deadlines.**

**q Excellent transcription skills.**

**Training courses:-**

1- **ICDLLicense (word - excel - PowerPoint - outlook).**

**2 - Englishcourse from the American university in Egypt.**

**3- Accountant course from the Egyptian group foraccounting including theaccount cycl**

**(Manual computerized)**

**TRAINING RECIEVED:-**

**•:• Anti money laundering and counter measures**

**•:• Training onidentifying counterfeit bank notes, travelerscheques.**

**•:• Training on time management.**

**•:• Communication skills: basic telephone skills, body language, effective listening, questioning.**

**•:• Skills, assertiveness.**

**•:• Counterfeit detection.**

**•:• Remittance operations.**

**•:• Workshop on persuasive selling skill**.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | |  | | | Languages | | | | | | | | | | | | | | | | | |
| **Mother tongue** | |  | | | Arabic | | | | | | |  | |  | |  | |  | |  | |  | |
|  | |  | | |  | | |  | |  | |  | |  | |  | |  | |  | |  | |
|  | |  | | | **Understanding** | | | | | | |  | | **Speaking** | | | | | |  | | **Writing** | |
| Language\* | |  | | | Listening | | |  | | Reading | |  | | Spoken  interaction | |  | | Spoken  production | |  | |  | |
| English |  | | |  | | |  | |  | |  | |  | |  | |  | |  | |  | |
|  |  | | |  | | |  | |  | |  | |  | |  | |  | |  | |  | |