 **Elmostafa**

**Email:** **elmostafa.332033@2freemail.com**

## Summary:

Teller with an outstanding background in customer service, sales and banking. Addresses all questions and concerns with customer satisfaction in mind.

## Skills:

\*Cash handling \*Expertise Math \*Aptitude Rapid data entry skills

\* Multilingual in Arabic, English and Hindi \*Calm under pressure

\*Strong written and verbal communication skills \*Training development aptitude

\*Creative problem solver \*Public relations

## Professional Experience:

**Teller**

**UAE EXCHANGE CENTER LLC (Abu Dhabi, UAE) JAN/2014 to DEC/2016**

\*Perform cash handling, customer service, balance drawer.

\*Explained and documented for clients the types of services to be provided, and the responsibilities to be taken.

\*Exceeded monthly sales goals by 30%.

\*Handled various accounting transactions.

\*Executed wire transfers, stop payments and account transfers.

\*Processed exchange and foreign currency.

\*Answered telephone inquiries on banking products.

\*Maintained friendly and professional customer interactions.

### Sales executive

**Calcados (Cairo, Egypt) NOV/2011 TO JUNE/2013**

\*Greeted customers in a timely fashion, whilst quickly determining their needs.

\*Documented all customer inquiries and comments thoroughly and quickly.

\*Placed special merchandise orders for customers.

\*Successfully acquired an average of 60 new customers per month, generating a 10% growth in revenue.

### Customer service representative

**Nile international (Cairo, Egypt) OCT/2010 TO NOV/2011**

\*Described product to customers and accurately explained details and care of merchandise.

\*Provided an elevated customer experience to generate a loyal clientele.

\*Effectively communicated with and supported sales, marketing and administrative teams on a daily basis.

\*Created strategies to develop and expand sales of products to existing customer which resulted in a 95% increase in annual revenue.

## Education:

Bachelor degree in social work .October 2011 The Higher Institute Of Social Work

\*Human Services Coursework

\*Persuade civil training during graduation.

## Certificates and Training:

\*Business communication and leadership course.

\*Anti money laundering training.

\*Marketing and sales training.

\*customer service training.

\*Allied products and services training.

\*Arab business corridor training.

## Personal Information:

Date of birth : 14 September 1988

Nationality : Egyptian

Visa status : Employment visa

Marital status : Single

Driving license : Valid UAE driving license