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Ahmed

**CONTACT INFORMATION**

**Email Address:** Ahmed.336011@2freemail.com

**Country:** Dubai, UAE

**CAREER OBJECTIVE**

**To establish long term career with a reputable company that encourages creativity,**

**Rewards contributions, and offers room for further development.**

**Target Job Location: UAE**

**Employment Status: Full Time**

**Notice Period: One Month**

**PERSONAL DETAILS**

**Date of Birth:** January 12 1987

**Gender:** Male

**Nationality:** Egyptian
**Visa Status:** Employment Visa

**Visa Expiration:**  January 07 2017

**WORK EXPERIENCE**

**BRANCH SUPERVISOR**

**At Redha Al Ansari Exchange**

**Location: Dubai, UAE**

**December 12 2012 - December 10 2016**

**Job Profile:**

* Accomplishes staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results; conducting training; implementing enforcing systems, policies, and procedures.
* Provides quality service by enforcing quality and customer service standards.
* Maintains safe and healthy work environment by establishing and enforcing organization standards; adhering to legal regulations.
* Briefing teams on targets, initiatives and policy changes.
* Perform financial system functions including entering user-defined codes and settings, inputting and posting transactions, importing third-party system files, initiating and verifying system processes, researching data and processing reports.
* Supporting the Staff by approving/overseeing transactions as needed, assisting with balancing issues and verifications of cash outages**.**
* Provides fast, excellent and error free remittance services (Demand Draft transfer / Tele Transfer/ Western Union transfer / Credit Card payments, etc.)to customers from the published timing of the branch in a very professional way.
* Maintaining Customer Service standards, greeting customers and facilitating a welcoming and customer focused environment.
* Responding to customer inquiries and concerns and creating positive solutions.
* Making the monthly report for the entire transactions of the store.
* Coordinates with logistics, accounting, and other departments for various issues and concerns.
* Overseeing incoming and outgoing e-mails and faxes.
* Cash handling.

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**CALL CENTER/ CUSTOMER SERVICE**

**At** **Vodafone**

**Location:** Alexandria, Egypt

**May 2010 - May 2012**

**Job Profile:**

* Provide Vodafone High customers with all required information related to the company products and services with delighting them with a superior customer service.
* Providing guidance in areas of professional matters as requested or needed.
* Prioritizing and achieving multiple tasks, establishing and meeting deadlines.
* Follow up all customers related issues and provide timely feedback to Vodafone High Customers.
* Provide customers with superior recommendations and actions, and be a driver for customer’s satisfaction and Loyalty.
* Applicable directly coordinate with customers to assist them with any questions or issues arising from their use of Vodafone’s business solutions and hardware.
* Create a smooth communication channel with different departments to resolve customer problems and requests when needed in a highly professional manner.
* Supporting collection queue by handling collections inquires and bills explanation.

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**LOAN OFFICER**

**At Credit Agricole Bank**

**Location:** Egypt

**August 2008 - March 2010**

**Job Profile:**

* Approve loans within specified limits, and refer loan applications outside those limits to management for approval**.**
* Meet with applicants to obtain information for loan applications and to answer questions about the process.
* Analyze applicant's financial status, credit and property evaluations to determine feasibility of granting loans.
* Explain to customers the different types of loans and credit options that are available, as well as the terms of those services.
* Obtain and compile copies of loan applicant's credit histories, corporate financial statements, and other financial information.
* Review and update credit and loan files.
* Review loan agreements to ensure that they are complete and accurate according to policy.
* Compute payment schedules.
* Stay abreast of new types of loans and other financial services and products in order to better meet customers' needs**.**
* Submit applications to credit analysts for verification and recommendation.
* Handle customer complaints and take appropriate action to resolve them.
* Work with clients to identify their financial goals and to find ways of reaching those goals.
* Confer with underwriters to aid in resolving mortgage application problems.
* Market bank products to individuals and firms, promoting bank services that may meet customers' needs.
* Supervise loan personnel.
* Set credit policies, credit lines procedures and standards in conjunction with senior managers.

**EDUCATIONAL BACKGROUND**

**COLLEGE Beirut Arab University**

**COURSE Faculty of Commerce Major in Financial Accountancy**

**GRADUATED May 2007**

**LANGUAGE SKILLS**

**ARABIC: Fluent**

**English: Good**

**SKILLS & SPECIALTIES**

* Self starter, initiative, hard worker, team spirit, listening skills, self motivated, multi tasking, attention to details.
* Proficient in Microsoft Word, Excel, PowerPoint, Emailing, Web Browsing.
* Communications, Interpersonal, Networking, Analytical & Decision Making skills.
* Business Development, Operations Management.
* Key account management, Budgets, Strategic Planning/ Implementation.
* Leadership, Team Building, Decision making, Communication, Measurable, Deliverables, Time Management.

***I am seeking a permanent employment with a reputable world-class company for career development and reasonable financial earnings.***