**Mohamed**



* Nationality : Egyptian
* Date of Birth : 21/05/1991
* Marital Status : Single
* Military Status : Exempted
* Driving license : UAE Driving license
* Education : Bachelor Degree of Accounting

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**Highlights of Qualification**

* Hand on experience in Banking Sales & Customer services, Office administration, HR administration and Government Relations in UAE.
* Skilled professional at building positive relationships with internal and external business partners from all socioeconomic backgrounds.
* Hard working, reliable, and capable of working independently as well as performing as team player to achieve the goal with various multifunctional qualifications.
* A quick learner who can absorb new ideas and methods with excellent comprehension.

**Work experiences High Lights**

**November 2016 to Present: Administration Assistant**



* Assist with financial reports as required
* Code and file financial material according to established records management procedures
* Fielding telephone calls, receiving and directing visitors, word processing, creating spreadsheets and presentations, and filing.
* Process accounts payable ensuring timeliness and accuracy of information
* Provide secretarial and administrative support to management
* Purchase, receive and store the office supplies ensuring that basic supplies are always available
* Use computer software to prepare invoices and financial statements

**September, 2015- present: Dial a Cheque & Balance Transfer Advisor**

* ****Mainly responsible for telemarketing & cross-selling the bank’s products and services to its customers.
* Determine the customer’s needs and recommend the best solutions.
* The ability to handle difficult customers, share the benefits and features of a product, convince customers, and close the sale.
* Strong communication skills:
  + Selling skills
  + Work with multi-cultural environment
  + Customer oriented
  + Good knowledge of banking products and services
  + Skilled negotiator who is target driven
  + Ability to build relationships

**August 2014-September 2015: PRO at Radisson Blu Hotel Downtown**

* Organize periodic renewal of Licenses
* Submission of correct documentation to the General Directorate of Immigration and Foreign for visa applications
* Take, submit & collect all necessary documentation and official letter to organize all Employee official paperwork
* Represent the Company at locations such as the Police Station, Airport, Hotels, Embassies, Ministries/Municipalities & other significant Departments.
* Travel and housing arrangement for staff
* Assisting HR team with preparing miscellaneous certificates

**January 2014: Telephone Operator & Guest Service Agent at Radisson Blu Hotel**

**Downtown – Dubai**

* Attending the external and internal calls for all inquiry regarding the property and service related requests
* Representing at the front desk to perform the check-in procedure and welcome the guest.
* Handling check out procedures and the cashier billing settlement for individual
* Getting the guest’s satisfaction survey during the stay and report accordingly to department heads and concerned departments to follow up
* Engaging with the guests to achieve guest’s satisfaction per Brand promise “100% Guest’s Satisfaction”
* Monitoring the monthly closure of Dubai Tourism Fee reports
* Submitting the data of the guests in CID system on daily basic

**June 2011- October 2011: Travel Desk Agent at Crowne Plaza Hotel Resorts Marsa-Aalam**



* Welcoming the guest upon arrival and assist to tour around.
* Promoting hotel facilities and arranging the varieties tours as Safari, Scuba Diving, and Yacht Parties.
* Taking guest’s feedback, handling and reporting to relevant departments.

**May 2009 – November 2010: Customer service agent in front desk of Smouha Club`s Gym**



* Supporting prospective customers in getting to know the different facilities of the Club
* Controlling the admission applications and confirming memberships for customers
* Supervising supporting functions in the club and handling all the respective work schedules and leaves.
* Reporting weekly and monthly reports to the Sports club Director on the progress of work and the number of admissions.
* Prepare the monthly P & L of the club (Profits and Expenses)

**Educational Background**

**2009 - 2013** Bachelor Degree of Accounting,

Faculty of Commerce- Alexandria University, Egypt

Completion of Electronic Accounting Diploma (Commercial Excel – Quick Books – Peach Tree) at Alexandria University Center for Computer Science.

**Key Skills & Competencies**

**Accounting:** Preparing annual profit plans, Cost measures and variance analysis

(Costing system)

**Computer:** Microsoft Office and Internet Applications, Opera (PMS), Micros & DTCM opt.

Avaya Bro-Active Contact and Seibel CRM.

**Languages:**  **Arabic**: Mother Tongue

**English**: Fluent in reading, writing and speaking

**Communication:** Customer service orientated, team player, excellent communication skills

*Reference details are available upon request.*

*Flexible to work in any Emirates.*