



Mahmoud Salah

Customer service executive

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A position where I can make use of my skills and developing myself to increase my knowledge and to be an effective person in the organization.

WORK EXPERIENCE

Branch Supervisor Redha Al- Ansari Exchange

12/2023 - Present

Dubai

Achievements/Tasks

- Supervision over branch activities and staff
- Checking all transactions invoices and filling it on daily basis
- Reporting of any kind of problems in the branch to the management
- Assisting the branch staff in any doubtful transactions or any system issues
- Checking the cash balance of the staff on daily basis and reporting any short or excess
- Supervision over the branch cash stock and checking the cash tailed at the closing time

Teller - Customer Service Officer Redha AL-Ansari Exchange

07/2022 - 12/2023

Dubai, UAE

Achievements/Tasks

- Customer service and front office operations including but not limited to Remittance operations, Cash operations, WPS operations, processing all sub products of company, lobby management etc.
- Attending customer complaints and reporting the manager/supervisor the nature of complaints received.
- Preparation of daily reports to the manager / Supervisor.
- Update themselves on anti-money laundering/ CFT and Know Your Customer Policy.
- Reporting any suspicious customer transaction/Activity to the BCO/MLRO

PERSONAL SKILLS

Ability to work individually and in a team work .
Ability to learn new skills in short time .
Ability to work under pressure .
Reliable ,flexible ,adaptable .
I have : good communication skills, interpersonal skills, time management skills, creativity, critical thinking, analytical decision making

LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency

SOFTWARE SKILLS

Microsoft office (WORD. Excel. PowerPoint.....)

SAGE 50 ACCOUNTING (PEACHTREE)

EDUCATION

Bachelor of Commerce (English Section) Kafr El Sheikh University

01/2017

Kafr El Sheikh, Egypt