

# AMR TALAAT MAHMOUD

Dubai | +971 56 372 0322 | [amr.talaat20@gmail.com](mailto:amr.talaat20@gmail.com)

**Dear Sir/Madam:**

This letter is to express my interest in your vacant position.

I have experience which I feel is highly relevant to your position, not least my ability to lead all aspects of a client's relationship across a wide range of business processes, applications and information technology.

I am confident in my ability to have a major strategic impact on the long-term success of your enterprise. By having a straightforward, entrepreneurial and optimistic outlook I can easily develop and enhance long-term client relationships with your clients at senior levels.

I have the potential to be one of your top performers.

After reading your job description I quickly realized the match between your requirements and my ability to utilize customer-focused principles, practices and techniques in order to retain, manage and expand major accounts. I can bring to the table my experience of communicating client requirements, obtaining referrals from existing customers and serving as a primary contact with assigned prospective and current customers.

Throughout my career I have consistently come up with alternative solutions and options to seemingly intractable problems. Furthermore, I can drive change in a way that brings immediate benefit and am able to deal with sensitive situations without damaging an existing relationship.

On a personal level I am not afraid to make important decisions and can be decisive in ambiguous situations.

Right now, I want to join a company which believes that its employees are its most important asset and treat them accordingly.

If required I can provide you with excellent references from my current and previous employers. Please do not hesitate to contact me if you feel that I could be a suitable candidate for your position.

**Sincerely,**

Amr Talaat

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## **CAREER OBJECTIVE:**

A dynamic smart and interactive young person with a sound professional background seeking for placement in any collaborative and challenging environment where integrity and cooperate governance are highly valued with objective to improve my career and support the organization to achieved its goals.

## **SKILLS AND QUALIFICATION:**

- Good aptitude for team work.
- Friendly, positive and professional attitude.
- Always willing to lean and adapt very fast.
- Can conveniently work with people from multicultural background.
- Enthusiastic, and have excellent customer service skills.
- Great motivator, listener and efficient.
- Keen to learn & adapt new things easily.

## **EDUCATIONAL QUALIFICATIONS:**

Institution	Achievement	Year
Ain Shams University-faculty of Commerce	Bachelor Degree-Accounting	2010

## **WORKING EXPERIENCE:**

Designation: **Senior Executive Islamic Finances.**

Organization: Abu Dhabi Islamic Bank – UAE.

Duration: From Dec 2016 until the present time.



### **Responsibilities:**

- ❖ In charge of all types of personal finances with attractive rates.
- ❖ Able to buy out all customer's liabilities from other banks and other financial institutions.
- ❖ Tailor the bank products with customer needs.
- ❖ Responsible for delivery of assigned targets through partnership with product and segment teams.
- ❖ Ensure profitability, pricing and apply right sourcing channels.
- ❖ Help identify potential of customer value through segmentation of portfolio management initiatives.
- ❖ Reach out to potential clients and markets in order to ascertain their needs from a finance company.

Designation: **Business Relationship Officer.**

Organization: Emirates Islamic Bank – UAE.

Duration: From Oct 2015 – Nov 2016.



### **Responsibilities:**

- ❖ Responsible for opening all kinds of personal accounts.
- ❖ Open corporate accounts.
- ❖ Provide all support to customers of funding or tax advice concerning business.
- ❖ Facilitate loans and credit cards appropriate occasion for individuals and organizations.
- ❖ Providing innovative & high standard financial products & services governed by Islamic Shari'a provision to enrich the society.
- ❖ Payroll Solutions Designed for Employer and Employee Convenience.

Designation: Branch **Supervisor/Head Teller.**

Organization: Redha Al Ansari Exchange Establishment –  
UAE. Duration: From March 2013 – Sep 2015.



**Responsibilities:**

- ❖ Responsible for all bank transfers to European and Arab countries.
- ❖ Trading, buying and selling foreign currencies.
- ❖ Payment of credit cards.
- ❖ Pay bills and mobile communications companies.
- ❖ Reservation and payment of airline tickets.
- ❖ Open accounts and buy instruments for the national accounts.
- ❖ Prepare reports daily and monthly necessary.
- ❖ Send and receive remittances Western Union.
- ❖ Set up accounts to pay salaries for companies and employees.

Designation: **Customer Service Sales Representative.**

Organization: Faisal Islamic Bank of Egypt (FIB).

Duration: Oct 2011 – Jan 2013



**Responsibilities:**

- ❖ Meet the needs of customers and ensure that they feel valued and appreciated.
- ❖ Assist by offering and provide more information that is comprehensive enough to satisfy the customer.
- ❖ Answering the customer's questions, promotes the Bank's products or services.
- ❖ Reassure customers about the quality and worth of the product or service that they are interested in.
- ❖ Tackle customer's concerns in a professional manner.
- ❖ Correctly determined the customer's problem and proceed to address it in an ethical manner.
- ❖ Handles the grievance directly affects the reputation of the company and influences.
- ❖ Ensure that each customer is smiling at the end of their interaction.

Designation: **Supervisor Data Entry Department & IT Team**

Organization: Universal Express World Wide Courier Service.

Duration: July 2010 – Aug 2011



**Responsibilities:**

- ❖ Supervises day-to-day operations of two or more shifts of data entry operators.
- ❖ Directs shift supervisors in their functions of organization, control, distribution of work, Priority allocations and performance measurement.
- ❖ Assists in preparing and monitoring the departmental budget.
- ❖ Reviews documents and materials to be input to determine appropriate staffing.
- ❖ Recommends special adaptation of equipment to accommodate processing.

Designation: **Customer Service Representative**

Organization: Vodafone – Egypt.

Duration: July 2008 – June 2010



**Responsibilities:**

- ❖ Deliver prompt and professional solutions for customer inquiries via phone, email, online chat etc.
- ❖ Research, prioritize and resolve customer issues in timely and accurate fashion.
- ❖ Direct or route customer calls to appropriate personnel for assistance.
- ❖ Handle dissatisfied customers in a polite and professional fashion.
- ❖ Track and follow-up all customer requests in a timely manner.
- ❖ Identify and implement new process plan to improve customer support service.
- ❖ Manage large volume of customer calls in friendly and courtesy manner.
- ❖ Provide outstanding and exceptional customer service.
- ❖ Greet and address customers in a friendly and respectful way.
- ❖ Work with product and sales teams to address and resolve customer issues efficiently.

Amr Talaat

Designation: **Contact Center Representative**

Organization: **Teleperformance - Egypt.**

Duration: **March 2007 – May 2008**



### **Responsibilities:**

- ❖ Answer phones and respond to customer requests.
- ❖ Sell product and place customer orders in computer system.
- ❖ Provide customers with product and service information.
- ❖ Upsell products and services.
- ❖ Identify, research, and resolve customer issues using the computer system.
- ❖ Follow-up on customer inquiries not immediately resolved.
- ❖ Complete call logs and reports.
- ❖ Research misapplied payments.
- ❖ Recognize, document and alert the supervisor of trends in customer calls.
- ❖ Recommend process improvements.

### **Authenticated certificates & Courses:**

- ❖ **ANTI-MONEY LAUNDERING (AML)** training session from **Central Bank of UAE**.
- ❖ **FOREIGN ACCOUNT TAX COMPLIANCE ACT (FATCA)** from **EIB**.
- ❖ **CUSTOMER DUE DILIGENCE (CDD)** training session from **EIB**.
- ❖ **FINANCE ACCOUNTING** diploma with grad excellent Authenticate from central agency for public mobilization and statistics.
- ❖ **ELECTRONIC ACCOUNTING** with grad excellent authenticate from central agency for public mobilization and statistics.
- ❖ Diploma of **COMPUTERIZED ACCOUNTING BY USING EXCEL XP** at Egyptian Academy for training Accountants (E.A.T.A) from: 1/2/2012 to: 29/2/2012.
- ❖ Diploma of **MANUAL ACCOUNTING** from Egyptian Academy for training Accountants (E.A.T.A) from: 1/2/2012 to: 29/2/2012.
- ❖ Diploma **PEACH TREE ACCOUNTING APPLICATION** from Egyptian Academy for training Accountants (E.A.T.A) from: 1/2/2012 to: 29/2/2012.
- ❖ Certificate from the Office of chartered accountant and tax expert work that was assigned to me from 1/12/2009 to 30/11/2011.

### **PERSONAL PROFILE:**

Nationality : **Egyptian**  
Date of Birth : **July 17, 1987**  
Language Known : **Arabic (Native language) and English (Written, Spoken).**  
Driving License : **UAE driving license valid and Own Car.**

### **DECLARATION:**

I certify that the above are true and correct to the best of my knowledge and ability. If given chance to serve you. I assure you that I will execute my duties for the total satisfaction of my superiors.