

**Mohamed Fathi Shafei Ahmed**

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**Education and Qualification**

**B.Sc. Commerce 2010 - Ain Shams University - Faculty of Commerce - Accounting Department**

**Professional Experiences**

**AL Fardan Exchange**

**Assistant manager – Arab corridor – Marketing department – May 2022 so far**

**Service Supervisor March 2022 to May 2022**

**Exchange teller – June 2019 to Feb 2022**

Al Qouz mall, Al Qouz industrial area 3, Onyx tower, Dubai internet city & international city branch

June 2019 so far

Money transfer - remittances, selling/buying foreign currencies, selling prepaid cards - TraveEZ Card, Western Union transfer, international/local mobile top up & utility bill payment, credit cards payment, airline booking - Fly Dubai/Air Arabia, account opening, UAE national bonds & Payroll solution – WPS

**Commercial Bank of Dubai**

**Bank teller & Public sector payment agent**

General directorate of residency & foreigner's affairs Al Jafiliya, JLT & Dubai airport branch

August 2015/ May 2019

Cash verification & management, Cash checks after ensuring that signature is valid, handover and receive cash from money transfer companies, resolve discrepancies in accounts, fund transfer, selling/buying foreign currencies, process cash deposits and withdrawals, cash balancing at the end of the shift & identifying counterfeit currencies

**Apparel Group Company**

**Senior sales executive**

PrettyFit store Bawabet Al Sharq mall Abu Dhabi & Deira City center mall Dubai

December 2014/ July 2015

Selling fashion products, providing customers with new offers & sale time, cross selling & recommending new opportunities, prepare reports by analyzing and summarizing information & achieving monthly target

**National Bank of Egypt**

**Customer services executive**

Smart village Cairo, Egypt

December 2013/December 2014

Answering calls with professional script, providing customers with all information & inquiries related to bank's products & services, opening service request for customer's complaints, handling work force tasks, making follow up with the customer, cross sell during the call & inform the client with bank's new services and products

### *The Egyptian Company for Mobile Services - Mobinil Egypt*

#### **Customer care agent**

World trade center & Nile city towers Cairo, Egypt

March 2012 /December 2013

Answering calls with professional script, providing customers with all information related to Mobinil services and mobile products, verifying accounts information, solving customer complaint by making services requests & technical support tasks

### *Etisalat Egypt*

#### **Customer service executive**

Masr travel tower & Al Tatbeyeen tower in Al Abaseya, Cairo, Egypt

January 2011/March 2012

Managing incoming calls & customer service inquiries, identifying & assessing customers' needs to achieve satisfaction, making after sales services by informing customers about the most convenient plan to his usage, lines activation, providing customers with account balance, handling data entry queue, handling high value customers & billing inquiries, mobile number portability, numbering plan change, core and med queue & inbound queue

### *English and Computer Courses*

- General English course in the American university in Cairo
- English conversation course in Technology 2000 institute in Cairo
- Advanced ICDL course in Technology 2000 institute for computer science and languages
- IELTS preparation course in Speak institute in Green lakes S3 tower, JLT, Dubai

### *Language Skills*

- **Arabic:** Mother tongue
- **English:** Fluent, IELTS Certified
- **French:** Good, 2<sup>nd</sup> language

### *Computer Skills*

- MS Office (Word, Excel, Power Point)      - Environment & operations systems
- Excellent knowledge software & Internet      - Hardware & computer maintenance certificate

### *Personal Information*

***Date of birth: 2<sup>nd</sup> March 1987 Cairo, Egypt - Nationality: Egyptian – Driving license in UAE is available***

