

Mohamed Fathi Shafei Ahmed

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Dubai, United Arab Emirates

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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 - TraveLEZ 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, 2nd 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: 2nd March 1987 Cairo, Egypt - **Nationality:** Egyptian – **Driving license in UAE is available**

