

RESUME

Ahmed Bakr Mohamed Balakity

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Personal Data:

D.O.P:26/06/1991

Nationality: Egyptian

Marital status: married

Summary:

Seeking a challenging career in a company to utilize my education and to acquire my Career Aspirations and where my interpersonal skill could be recognized, applied and developed where I can use my talents to grow and expand the company.

Educational Qualifications:

- Bachelor of Commerce (Accounting Department)
- Graduated 2012 "Menoufia university"

Language Skills:

- Arabic: Mother Tongue.
- English: Reading, Writing, Conversation. (Very Good).

Professional Experience:

Aug 2020 till July 2021

Job Title "Back office advisor" – Etisalat global services – Egypt

- Customer support and order processing for all accounts.
- Help customers troubleshoot issues they encounter while using the software
- provide actionable tips to resolve the problem through emails and chatting and a ticketing system

Mar 2020 till July 2020

Job Title "Customer service representative" – Etisalat global services- Egypt

- Customer support and order processing for all accounts.
- Resolution of customer issues and complaints.
- Offering a right solution that satisfies the customer.
- Develop new opportunities with existing and new customers

Nov 2018 till Jan 2020

Job Title "Teller" – "Al-Fardan exchange"- UAE

- **Working as a teller**
- **Making all money transaction**
- **Making all remittance outside and inside country**
- **Helping customer for any requirements**
- **Deposit cash to account or credit card**
- **Salary payment for other companies (WPS)**
- **Process routine financial transactions for clients**
- **Working in reaching the customer satisfaction**
- **Go for outside marketing to explain company programs for customer**

Sep 2015 – Apr 2017:

Job Title "Teller" - "Commercial Bank of Dubai (CBD) "–UAE

- **Working as a teller (PSP Department – Immigration branch).**
- **Making all bank transactions.**
- **Collecting all immigration fees**
- **Deposit cash online for company account**
- **Helping the Customers for any requirements.**
- **Process routine financial transactions for clients.**

Sep 2014 - Aug 2015:

Job Title "Call Center" - "RAYA contact Center"—Etisalat UAE

- **Customer support and order processing for all accounts.**
- **Resolution of customer issues and complaints.**
- **Offering a right solution that satisfies the customer.**
- **Develop new opportunities with existing and new customers.**
- **Following call center "scripts" when handling different topics**

Sep 2013 - July 2014:

Job Title "Accountant" - "Soft-Pro electronics"—UAE

- **Prepare balance sheets, profit and loss statements and other financial reports.**
- **Document financial transactions by entering account information.**
- **Recommend financial actions by analyzing accounting options.**
- **Support salesmen by data of customers**
- **Follow up with customer after selling items for cash collection and support them for any inquiry**
- **Go outside for marketing to can increase company sales**

Jan 2013 - Aug 2013:

Job Title "Financial consultant "- "Ace life group"—Egypt

- Collecting data of customers (phones& addresses).
- Call the customers for an appointment
- Explain company programs to the customers to can make deal.
- Making marketing for company program

Educational Courses:

Electronic accounting

Peachtree, quick books, Microsoft

ICDL Certificate -2012"

International Computer Driving License

Microsoft office (word, Excel, power point, outlook and Access)

English course

I have taken advanced level on English at Menofya University

Estimation : Excellent

Computer Skills:

- Office Fluency (Windows, Word, Excel, PowerPoint, Internet, Outlook).
- MS Excellent data entry skills (for both accuracy and speed).

Other Courses:

* I have attended training session on "AMLCFT& Due Diligence" certified from FERG

* I have attended training:

- AFEX induction Orientation program
- Travelez plus prepaid cards &E- money(WPS)
- AML compliance & combating terrorism financing
- Prevention of frauds& Identifying counterfeit currency
- IT security awareness & cyber crimes
- AFEX core and value-added services
- National bonds – investment products

Other:

I have UAE Driving license

Other Skills:

- Leadership, team management, negotiation and communication skills.
- Analytical skills, ability to work under pressure and decision making.
- Strong administrative and organizational skills.
- Capable of working multi-tasks.
- Ability to build good relations, constructive social.

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