

AHMED EZZAT SALAMA

Mobile No : +971562373551

Email : ahmedezzatsalama@yahoo.com

Address : England x 04 , International City

Valid UAE driver's license



OBJECTIVES

To obtain a challenging position that will permit the use of my current skills to my maximum potential while honing and developing additional knowledge and abilities to contribute the company's goals and ultimately in its success.

ABILITIES/QUALIFICATION

- Excellent customer service skills.
- Excellent communication skills
- A confident and determined approach
- The ability to work both independently and as part of a team
- Highly motivated, efficient, organized, detailed and goal oriented
- Skilled in data entry (Microsoft Word, Excel, PowerPoint)
- Resourceful in the completion of projects, effective and multi-tasking.
- High sense of commitment and responsibility.

WORK EXPERIENCE

COMPANY: Al Ansari Exchange

POSITION: Cashier / Teller and Money Changer

YEAR: November 2020 until May 2022

Duties and Responsibilities:

- Expertise in Teller Functions ,Remittances and Customer Service
- handle the customer on the counter ,phone , email and fixed all the issue
- Registered all customers on the system and updating data before performing any transaction and maintaining a copy of the registration with the necessary documents attached to that process (Emirates ID or Passport with entry stamp and valid visa)verifying the phone number, email and address of each customer.
- building relationships with clients and keeping in touch with them to support our business
- Buying and selling of foreign currencies based on U.A.E regulation
- Processing of local and International transfer models such as TT, Drafts, and Cheques via , SWIFT, IBAN's, Western Union, cash Xpress , corporate transactions, and Associate Branch Transfers.
- Reconcile the daily foreign currencies and reconcile the daily cash balance
- Ensure all transactions are complied with AML/KYC/CDD.
- Processing of different bills and payment (Etisalat, Electricity, FEW,SEWA, Ethihd ,Du ,Health Insurance, Airline tickets, Sharjah road fees, Emirates Auctions, deposit Noqoodi service, and Government Taxes)



- Ensure that the currency stock does not exceed the limit allowed in company and insurance company regulations.
- Provide information and guidance to customers through the delivery of excellent customer service to resolve customer queries and achieve customer satisfaction
- Sending email and attending all Customer/Branch queries that related over the counter and via Telephone with time management and no delay of transaction.
- Processing and activating new companies for Salary disbursal on WPS (Wage Protection System) as per the guidelines of Ministry of Labour and Central Bank of UAE.
- Handling the corporate transactions while adhering to the Central Bank of UAE AML & SC (Anti-Money Laundering and Suspicious Cases) guidelines in order to meet perfect due diligence
- Full knowledge how to use the system of the company in accordance with the rules to serve the customer and complete all the transactions quickly , accurately and avoid errors that may lead to a delay in the service System) as per the guidelines of Ministry of Labour and Central Bank of UAE.
- Continuously monitor the exchange rates buy/sell currencies in the global market and determine the exchange rate of the currency that generates profits for the company and satisfies the customer to complete the deals and achieve the largest percentage of target.
- Adhering the said rules and regulations which are imposed by the CB of UAE and Branch guidelines in an advanced manner to avoid being interrupted for the business continuation of the organization

COMPANY: UAE Exchange

Dubai -Ras al khaimah- Old Rak branch

POSITION: Cashier / Teller and Money Changer

YEAR : August 2018 until Sep. 2020



Duties and Responsibilities:

- Expertise in Teller Functions ,Remittances and Customer Service
- Buying and selling of foreign currencies based on UA.E regulation.
- Processing of local and International transfer models such as TT , Drafts, Cheques via UAEFT, SWIFT , IBAN's , Western Union, Xpress Money and Associate Branch Transfers
- Reconcile the daily foreign currencies and reconcile the daily cash balance
- Ensure all transactions are complied with AML/KYC/CDD.
- Processing of different bills (Etisalat, Electricity ,Du ,Health Insurance, Airline Tickets ,Satellite Channels and Government Taxes)
- Registered all customers on the system and updating data before performing any transaction and maintaining a copy of the registration with the necessary documents attached to that process (Emirates ID or Passport with entry stamp and valid visa)verifying the phone number, email and address of each customer..
- Ensuring all transactions is complied with AML/KYC/CDD.
- Processing and activating new companies for Salary disbursal on WPS (Wage Protection System) as per the guidelines of Ministry of Labour and Central Bank of UAE.
- Monitor the exchange rates buy/sell currencies in the global market and determine the exchange rate of the currency that generates profits for the company and satisfies the customer to complete the deals and achieve the largest percentage of target.
- Handling the corporate transactions while adhering to the Central Bank of UAE AML & SC (Anti-Money Laundering and Suspicious Cases) guidelines in order to meet perfect due diligence
- Head Teller in the branch who accepts cash deposits, withdrawals, cheques deposits against Transfers and affect daily funding through the outsources cash funding companies.

- Ensure that the currency stock does not exceed the limit allowed in company and insurance company regulations.
 - Doing daily report of transactions on the system and making statistics for the sums in the branch and all currencies and make sure that they are in compliance with the system and no error occurred in the financial amount.
 - Achieving the largest percentage of sales of the company's products (multi-currency MasterCard, Smart bay card ,Gold and Silver card and Club exclusive VIP customers card and currencies)
 - Sending email and attending all Customer/Branch queries that related over the counter and via Telephone with time management and no delay of transaction.
 - Handling the corporate transactions whilst adhering to the Central Bank of UAE AML & SC (Anti-Money Laundering and Suspicious Cases) guidelines in order to meet perfect due diligence
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COMPANY: DR. Nutrition Center

UAE, OMAN and kingdom of Saudi Arabian

POSITION: Senior Sales/Customer service & Head Cashier

YEAR : April 2014 to May 2018



Duties and Responsibilities:

- I work in 35 Branch during the period of working at Dr. Nutrition Center in UAE and OMAN from the start that I assign in that area.
 - Head Cashier and Full management of the branch in terms of ability to deal with cash or visa and making deposits, organize customer appointments, and arrange products in the branch according to the expiry date.
 - Register customers' names, appointments, and data system and send customer's inquiries to the concerned department
 - Writing reports, and sales statistics, arranging bills every day and every month and sending the reports to the company for checking.
 - Offering and selling weight loss and weight gain products (herbs, creams, natural weight loss pills, proteins, athletes products, and sports equipment); hair and skin care products (shampoo, masks, and creams for skin care); and products for general health (vitamins and body toxin cleansing products) to the customer's on the branches and for other companies to complete huge deals online in all of the worlds
 - Treatment of health problems related to nutrition such as hair loss, fatigue, lethargy, back and foot pain, and increase of gastric acidity by adopting healthy food and eating habits
 - Permanent access to all modern products in the work field.
 - Making short and long plans for branch goals.
 - Use my data to add a new slice of customers, and connect them to products, and company services.
 - call my previous customers list to get them back and explain the latest products and services
 - Contacting customers using social media sites (Facebook, Twitter, Instagram and zopim live chat) to offer our product and answer their questions
 - Create healthy programs to lose or gain weight
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COMPANY: Al Ahliya Pharmaceutical Trading
UAE

POSITION: Trainee of Pharmaceutical Stores
YEAR : june 2018 to august 2018



Duties and Responsibilities:

- Receiving of all types of purchase orders
- Preparing and checking of sales orders
- Establish operational procedures for activities like verification of incoming and outgoing deliveries handling disposition of medicines and keeping warehouse inventory current
- Confer with department heads to make sure coordination of warehouse activities with such activities as sales records control and purchasing

COMPANY: Al Marwa Company (Export fruits and Veg.)
EGYPT

POSITION: Quality control/Storekeeper
YEAR : February 2014

Duties and Responsibilities:

- Selecting the excellent fruits and vegetables suitable for exporting
- Checking product weight ,expiry date and quality of packaging
- keep a record of sales restock the store accordingly
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COMPANY : Happy sweet factory
EGYPT

POSITION : Quality control/Storekeeper
YEAR : August 2013 to Nov 2013



Duties and Responsibilities:

- Supervising production lines, product safety, and product compliance with good and healthy manufacturing practice.
- Follow-up of production lines flow as per set plans.
- Organizing work flow, dealing with workers, handling emergency situations to avoid production halt, and providing a high quality product that consistently meets the required standards

Training Courses:

- AutoCAD training course for designing landscapes in Mansura University:
 - How to design landscapes on-site through AutoCAD.
 - Practical training to survey the target area for garden or landscape, and merging natural and artificial landscapes

- Human Resources course in 8 Gates Education Center
 - Teamwork, positive mind and good communication with the team members to finished the projects on time with high quality.
 - Theoretical and practical training on-site, and training on setting adequate plans to achieve target projects with high quality in the least possible time to achieve the expected results.
- Training course on basics of designing landscapes in Banha University:
 - Restructuring and maintaining landscapes.

EDUCATIONAL BACKGROUND

College Level : Horticulture, University: Banha- Faculty of Agriculture, Moshtohor
Course : Bachelor Degree in Agricultural
Year Graduated: 2013
Grade: Good

PERSONAL DATA

Date of Birth: February 6, 1992
Place of Birth: Kaliopia, Egypt
Nationality: Egyptian
Civil Status: Single
Language skills: Arabic mother tongue.
 Good command of English (written, spoken & reading) and capable to Improve fast.
Visa Status : Employment Visa

I hereby certify that the above information are true and correct with the best knowledge and beliefs.

AHMED EZZAT SALAMA
 Applicant