



WORK EXPERIENCE

Direct sales & customer service Doha bank

04/2016 – Present

Doha , Qatar

one of the best banks in Qatar and middle east

Achievements/Tasks

- 1-committed with instructions and laws of the bank and central bank
- have fully aware about the bank policy and customer eligibility to be ready for any question from customers
- responsible for selling all bank products, personal loans, housing loans, car loans and credit cards
- selling life insurance and motors insurance
- have a good experience with customer service and communication
- have a good experience for AML , FATCA and banks security

Contact: Mr. Ardag

Branch supervisor AL-Mirqab exchange

06/2015 – 04/2016

Doha , Qatar

Achievements/Tasks

- Supervise the day to day operational functions of the branch including: teller and customer service duties; and assisting with customer transactions
- Approve customer transactions
- Perform pre-audits to identify & mitigate operational risk and to ensure ongoing adherence with compliance procedures.
- Handling the branch deposit and company funds.
- Supervise, coach, and develop staff regarding service expectations, policies, procedures, products, systems
- Collaborate in the hiring, training and retention of staff.
- Facilitate regular employee meetings to discuss goals, disseminate company information, discuss operational issues, etc.
- Maintain staff schedules to provide adequate coverage at all times
- Develop and grow business and consumer relationships by marketing and advertising
- Contribute to the fulfillment of department and company objectives and goals.

Contact: mr.wael

SKILLS

Managing

Microsoft office

Microsoft windows

social media

networks

sales

marketing

supervising

customer service

teller

currency exchange

AML

banks

LANGUAGES

arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency

INTERESTS

football

kickboxing

cars

swimming

technology

reading

WORK EXPERIENCE

Remittance department manager

AL-Mirqab exchange

09/2014 – 05/2015

Doha, Qatar

Achievements/Tasks

- uploading all TT remittance files like (Banque misr, Banque de caire , united bank, alwneh ex ,al Ansari UAE etc.
- Generate all test keys for Arab remittance, changing names, deals for currency, and funding
- Follow up if there is any issue for transactions to solve it
- following up with the branches
- managing the company funds transfer with all of companies and banks

Contact: mr . ali fadl

Customer Service Officer& Cash Teller

Al-Mirqab Exchange

03/2013 – 04/2014

Doha, Qatar

Achievements/Tasks

- respond to customer inquiries private remittances to all countries
- following up with the customers about the daily currencies rate
- Responsible for financial transfers over the world
- Responsible for training new Arab Staff
- Responsible for errors amendment transfers in the main branch and inform the customer transfers retrieved from the agent
- handling express transferring services (money express, western union)

Contact: MR,farook Qayoum

freelancer contractor

Kalko for trading & constriction

04/2011 – 03/2013

Doha, Qatar

working as a sub contractor

Achievements/Tasks

- Working as a sub-contractor for the implementation of projects and buildings in agreement with the main contractor

EDUCATION

Bachelor of Management Information Systems

Delta university - Mansoura

09/2006 – 07/2010

Mansoura, Egypt

Courses

- MS office
- MS specialist
- AML
- Anti fraud
- banks security
- English
- accounting
- FATCA
- Business operational risks