



AHMAD KHAMIS

📍 Al Soor, Sharjah, UAE

🌐 Jordanian

☎ +971568598889

🚗 Available

✉ ahmadibrahem213@gmail.com

in //www.linkedin.com/in/ahmad-ibrahem-870542173/

PROFESSIONAL SUMMARY

Experienced **Customer Service Supervisor** with a **CRM Diploma and KYC Certificate**, skilled in customer relations, sales, and **anti-money laundering compliance policies** and procedures. Proficient in **opening corporate and individual accounts**, cross-selling financial products, and building strong customer relationships. With a proven track record in team management, **complaint resolution**, **Customer retention program**, and finding effective solutions, specialize in **managing corporate transactions** and B2B relationships.

WORK HISTORY

CUSTOMER SERVICE SPECIALIST, 08/2022 - Current

AL TAJ LAND CARGO - ATLC, Sharjah, UAE

- Successfully **resolved a high volume of customer complaints**, resulting in a significant increase in customer satisfaction ratings.
- Developed and implemented a new customer service policy that **reduced response times by 50%**.
- Trained a team of new employees on customer service best practices and procedures, **resulting in a 30% improvement in customer feedback ratings**.
- Successfully managed a complex customer issue that required collaboration across multiple teams, resulting in a positive resolution and **improved customer loyalty**.
- Providing exceptional customer service by addressing customer inquiries and **complaints through various channels, such as email, phone, and social media**.
- **Resolving customer issues efficiently and effectively** to ensure their satisfaction with the company's products or services.
- Staying up-to-date with industry trends and best practices to **enhance the customer experience**.

SHIFT IN CHARGE, 05/2019 - 08/2022

Al Ansari Exchange, Dubai, UAE

- Provided financial expertise and support to corporate clients, managing their accounts and transactions and **building strong, lasting relationships**.
- Established a reporting system that **improved accuracy and decreased audit errors by over 90%**.
- Trained and **mentored new staff members, ensuring delivered exceptional customer service and met branch goals**.
- Identified **opportunities for upselling and cross-selling financial products** to customers, resulting in increased sales and revenue.
- Implementing company's **anti-money laundering compliance policies, KYC procedures**, and ensures global transactions flow smoothly, and **identifies financial**

crimes like fraud.

- Developed and **implemented effective strategies for improving branch performance**, including streamlining processes and reducing audit errors.
- Successfully **resolved customer issues and complaints**, ensuring customer satisfaction and loyalty.

FINANCE COORDINATOR - PART TIME, 12/2022 - 02/2023

Murdoch University, Dubai, UAE

- Developed and implemented a new system for managing account receivables, **resulting in a 15% reduction in bad debt**.
- **Coordinated the disbursement of scholarships to eligible students**, while ensuring compliance with all applicable policies and regulations.
- **Responded promptly and professionally to inquiries from students**, faculty, and staff, both over the phone and via email.
- Created and **maintained detailed records of financial transactions and scholarship disbursements using Excel spreadsheets** and other tools.
- Utilized **Navigate system to manage student accounts**, track scholarship eligibility and generate reports on student payments and balances.
- Developed and **implemented payment plans for students** who were struggling to meet their financial obligations, helping to ensure that they could continue their studies.
- Worked closely with the Accounts Receivable team to manage outstanding balances and bad debt, **ensuring that all collections activities were conducted in a timely and professional manner**.

FINANCIAL ANALYST, 08/2018 - 05/2019

Al Taj Land Cargo, Sharjah, UAE

- **Processed employee expense reports and vendor invoices for payment**, ensuring accuracy and compliance with company policies.
- **Managed both accounts receivable and accounts payable**, creating journal entries and other accounting statements to maintain accurate financial records.
- Successfully **handled monthly and quarterly closings, balancing balance sheets and profit/loss statements**.
- Conducted **liquidity and cash flow analysis**, monitored liabilities, and **updated merchant agreements to ensure financial stability**.
- Spearheaded the creation of the company's first chart of accounts and successfully **migrated three years of accounting transactions to new software in just two weeks**.
- Conducted financial audits, identified discrepancies, and **reconciled bank statements** to maintain financial accuracy.
- Implemented a new system for monitoring accounts receivable, which resulted in **a 90% decrease in bad debt**.
- Created a cost sheet and implemented a restricted petty cash system, resulting in **a 20% reduction in company costs**.

SKILLS

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|---|-----------------------|
| • Self-motivated | • Time management |
| • Interpersonal skills | • Analytical thinking |
| • Microsoft Office: Word, Excel, PowerPoint | • Attention to detail |

EDUCATION

American University of Madaba, Jordan, 07/2018
Bachelor's Degree: Finance And Banking

ALPHA ACADEMY, London, UK, 03/2023 - 05/2023
Certificate: Customer Relationship Management (CRM) Diploma

ALPHA ACADEMY, London, UK, 03/2023 - 05/2023
Certificate: Know Your Customer (KYC)

Al Ansari Exchange Training Center , Dubai, 09/2021
Certificate: Advanced Anti Money Laundering

Anderson Executive Development Center, Dubai, 09/2022
Certificate: Financial Modelling For Planning And Forecasting
29 Aug - 02 Sep / 2022

ALPHA ACADEMY, London, uk, 10/2021
Certificate: Certificate in Finance & Budgeting

British Council , UAE, 11/2020
Certificate: English

LANGUAGES

Arabic: Native language

English: C2

Master or proficient