

# AHMED SAMY ISMAEL



## Personal

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Dubai
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- Email**  
ahmedselsaid95@hotmail.com
- Gender**  
Male
- Nationality**  
Egyptian
- Driving licence**  
LMV

## SOFTWARESKILLS

- Microsoft Word ● ● ● ● ●
- Microsoft Excel ● ● ● ● ●
- Easy Sell For Cashier Operations ● ● ● ● ●

## PERSONAL SKILLS

- Communication and Teamwork
- Enthusiastic, Hard-Working And Eager To Learn
- Self-Motivated
- Ability To Face Problem And Solve It

## Languages

- Arabic ● ● ● ● ●
- English ● ● ● ● ●
- Hindi ● ● ● ● ●

LOOKING FORWARD TO JOIN A MULTINATIONAL OR FAST GROWING ORGANIZATION, WHERE I CAN ENHANCE MY CAPABILITIES AND MAKE USE OF MY ACADEMIC BACKGROUND, I'M OPEN MINDED REGARDING THE FIELD OF WORK AND ABLE TO LEARN ANYTHING WHICH WOULD IMPROVE MY WORK.

## Education and Qualifications

**Bachelor of Accounting** 2014 - 2018  
Faculty of commerce, Tanta

## Work experience

**Branch Supervisor** Sep 2022 - Present  
Redha Al Ansari Exchange LLC, Dubai

- Monitor team performance.
- Ensures teams are meeting Customer Care service level, productivity, quality and Customer Satisfaction requirements.
- Monitor team Quality Assurance levels, to ensure quality standards are met .
- Monitor team capacity and optimally and equitably distribute workload - redeploying staff, as required.

**Teller** Aug 2021 - Sep 2022  
Redha Al Ansari Exchange LLC, dubai

- Customer service and front office operations including Remittance operations. Cash operations, WPS operations, processing all sub products of company.
- Attending customer complaints and reporting the manager/supervisor the nature of complaints received.
- Preparation of daily reports to the Manager/Supervisor.
- Filing of routine documents such as daily vouchers, letters etc.
- Reporting any suspicious customer transaction Activity to the BCO/MLRO

**Accountant** Jun 2020 - May 2021  
Sadaf Group Of Companions L.L.C, Sharjah

- Preparing financial documents such as invoices, bills, and accounts payable and receivable
- Verifying bank deposits

**Store Keeper** May 2019 - May 2020  
Sadaf Group Of Companions L.L.C, Sharjah

- Receive And Forward All Types Of Goods And Deliveries In And Out Of The Restaurant And Branches
- Monitor And Take Inventory On Regular Basis To Compile Orders Based On Par Levels

**Cashier** Dec 2017 - Mar 2019  
One Way Restaurant, Tanta

- Using A Point Of Sale (Pos) System For Transactions
- Accepting Cash Payments And Making Change
- Kept friendly environment and provided good customer services
- Managed as well as solves any customer queries

**Customer Services** Jan 2017 - Nov 2017  
Etisalat Misr, Cairo

- Liaising With Management to Ensure Achievement of Daily Targets
- Provided Customer Service and Handled Customer Queries
- Operating scanners, scales, cash registers, and other electronics

**Salesman** 2013 - 2016  
Awlad Zain For Phones Trading, tanta

- Help customers to find items in the store
- Provide customers with information about items.