



AHMED SAMY ISMAEL

Branch Supervisor

CONTACT ME

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EDUCATION

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

PERSONAL SKILLS

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

LANGUAGES

- Arabic
- English
- Hindi

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

- Determines the quantities of stock needed to replenish departments' supplies.
- Receive And Forward All Types Of Goods And Deliveries In And Out Of The Restaurant And Branches
- Maintained accurate inventory of all items in the stockroom.
- Stock counting/inventory accuracy checks and ensure that the goods inward / stock control department is well organized and controlled to sufficiently support production.
- Ensures incoming items are received and managed appropriately according to company procedure through an ERP system.

Junior Medical Sales Representative

Dec 2017 - Mar 2019

Ibnsina Pharma , Tanta

- Assisted mid-level and senior sales representatives in managing client accounts, generating leads, and maintaining customer relationships.
- Assessed client needs based on current objectives, supply and demand
- Reviewed sales performance for sales division and generated key reports for weekly, monthly.
- Cooperated with the sales and marketing team leaders to determine best products to promote or withdraw.