

AlMoataz Bellah Ali

Banker

Banking professional with over five years of experience, excelling as a Bank Teller and Customer Service Representative. Demonstrated expertise in managing cash transactions, resolving inquiries, and ensuring high customer satisfaction. Successfully met sales targets as an Outdoor Sales Representative, showcasing adaptability and tenacity in a competitive environment. My career showcases a strong dedication to customer service and adaptability across diverse financial and sales roles.

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WORK EXPERIENCE

Teller

Banque Misr

08/2021 - 09/2023,

Egypt

Achievements/Tasks

- Proficient in accurately managing cash transactions and processing various financial activities.
- Skilled in providing courteous and informative assistance to customers, addressing inquiries and requests effectively.
- Experienced in maintaining meticulous transaction records and ensuring accuracy for audit purposes.
- Familiar with a range of banking services and adept at guiding customers through available options.
- maintaining security protocols and ensuring financial asset safety and customer confidentiality.

Customer service Representative

Banque Misr

12/2019 - 08/2021,

Egypt

Achievements/Tasks

- Skilled in effective customer communication and issue resolution.
- Clear and approachable communication for customer understanding and satisfaction.
- Experienced in maintaining accurate customer records for reference and follow-up.
- Familiar with diverse banking products, adept at guiding customer selections.
- Ensuring a positive customer experience and long-term satisfaction.
- Skilled in promoting and upselling bank products, meeting sales targets while prioritizing customer service.

Outdoor sales Representative

Banque Misr

04/2018 - 12/2019,

Egypt

Achievements/Tasks

- Proficient in engaging potential clients, establishing rapport, and understanding their needs.
- Skilled in presenting products persuasively and highlighting their benefits to potential customers.
- Proven track record of meeting or exceeding sales targets through effective negotiation and persuasion.
- Adept at understanding market trends and customer preferences, adjusting sales strategies accordingly.
- Experienced in fostering and maintaining strong relationships with clients to encourage repeat business and referrals.

LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Professional Working Proficiency

German

Elementary Proficiency

EDUCATION

Bachelor's degree

Faculty of commerce English section

Specialization in Business Administration

2013 - 2017,

Egypt

SKILLS

Teller

Customer service

Sales

Oracle

SAP

CRM

Siebel

FCUBS

IT

Excel

Word

Outlook

Telesales

Goal setting

Time Management

Teamwork

Flexibility

Retail Banking

Foreign Exchange

Accounting

TRAININGS AND COURSES

Forgeries and counterfeiting (09/2022)

Customer rights (08/2022)

Cross selling (12/2021)

Analytical thinking (12/2021)

Problem solving (12/2021)

Agility & Digital mindset (12/2021)

Digital incubator (12/2021)

Mastering customer service (12/2021)

Legal aspects and checks (11/2020)

Money laundering (11/2020)

Certified banker (02/2020)

Certified Teller (01/2020)

Retail Banking products (01/2020)

Customers service (01/2020)

Corporate products (01/2020)

Effective communication (01/2020)

Direct selling (02/2019)

Etiquette and protocol (11/2018)