



CONTACT DETAILS



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Dubai, UAE

CORE COMPETENCIES

Multi-cultural Communication
Customer Relationship Management
Cash Handling & Management
Market Research & Analysis
Front Office Operations
Complaint Handling & Resolution
AML & KYC Compliance
Sales & Revenue Generation
Document Filing & Management

EDUCATION



2020: B.A. English Literature
Menoufia University, Menoufia

BELAL ASHRAF NASEF

CUSTOMER SERVICE REPRESENTATIVE

Dedicated professional with a proven track record of 2 years' experience in delivering exceptional customer service and efficiently managing diverse **Front Office Operations**, including **Remittance, Cash, WPS and Subsidiary Products**, adeptly overseeing lobby areas, addressing customer complaints, and contributing to data entry progress reports and marketing activities.

PROFILE SUMMARY

- Exhibited strong verbal and written communication skills in a multi-cultural setting, effectively engaging with customers and colleagues.
- Employed active listening and articulate communication to handle customer queries professionally.
- Executed swift and accurate calculations for remittance, cash and WPS operations using both manual and computer tools.
- Managed cash transactions meticulously, ensuring precision in counting & handling of funds.
- Proficiently utilized Microsoft Office applications (Word, Excel, PowerPoint, Outlook) to generate and refine documents, spreadsheets, presentations, and E-Mails.
- Worked on customer information, transactions and reports into the company's software system with precision and efficiency.
- Provided courteous and helpful service to ensure customer satisfaction and loyalty. Enforced company policies on anti-money laundering, CFT, and KYC, promptly reporting any suspicious activities.
- Actively promoted company products and services, emphasizing benefits and features to boost sales and revenue.
- Conducted thorough market research and analysis to identify customer needs, proposing strategies to enhance company performance and reputation.

TECHNICAL PROFICIENCY

- Proficient in utilizing various software tools, including Microsoft Office applications such as Word, Excel, PowerPoint, and Outlook.
- Skilled in using a calculator and computer for accurate and speedy calculations in remittance operations, cash operations and WPS operations.
- Familiarity with the company's software system for efficient data entry of customer information, transactions and reports.

WORK EXPERIENCE

Transfer Clerk – Redha Al Ansari Exchange, Dubai

Oct'2021 to Oct'2023

- Spearheaded customer service and front office operations, overseeing remittance, cash, and WPS operations, along with processing various company sub-products.
- Proactively addressed and resolved customer complaints, promptly reporting detailed information on the nature of complaints to the manager or supervisor.
- Executed the systematic filing of routine documents, including daily vouchers and letters, to ensure organizational efficiency.