

CONTACT

Belal Ashraf

📍 Dubai
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OBJECTIVE

A dedicated and reliable service officer with over two years of experience in various financial products and services, such as remittance, cash, WPS, etc. Skilled in customer service, communication, computer applications, and problem-solving. Seeking to join Index Exchange as a customer service representative and contribute to its vision of reshaping the world.

EXPERIENCE

03/10/2021 -
02/10/2023

- **Transfer clerk**
REDHA AL ANSARI EXCHANGE
 - Delivered excellent customer service and facilitated efficient front office operations for various financial products and services
 - Resolved 95% of customer complaints and escalated 5% to the manager/supervisor
 - Prepared daily reports and filed routine documents
 - Updated on anti-money laundering and KYC policies and reported any suspicious transactions to the BCO/MLRO
 - Ensured accuracy and compliance in all transactions, cash dealings, and reports

02/2021 - 08/2021

- **Front desk clerk**
Jaz Mirabel Beach Resort
 - Greeted and checked in guests, and provided information about hotel, restaurant, nearby attractions, available rooms, rates, and amenities.
 - Answered and directed phone calls, took messages, and provided information to guests and staff.
 - Handled complaints, requests, and feedback from guests in a timely, personable, and efficient manner to resolve guest concerns.
 - Liaised with housekeeping staff to ensure all rooms were clean and ready to accommodate new guest arrivals.
 - Informed customers about payment methods and verified credit card data.

EDUCATION

2020

- **Menoufia university**
English literature
B.A

SKILLS

- Customer service
- Communication
- Computer applications
- Problem-solving