

MOHAMED YEHIA MOHAMED SAID

CONTACT



+971 561602904



Mmmmyehia2@gmail.com



Sharjah, UAE



[LinkedIn.com/in/mohamed-saeed-6a1852199](https://www.linkedin.com/in/mohamed-saeed-6a1852199)

LANGUAGE

- English
- Arabic

PROFILE

Branch Manager At Al Fardan Exchange Professional Over 17 Years Of Experience in the industry, Experienced to manage branches under my supervisory ,set professional action plan, Achieved the highest revenue, VIP customer service, Corporate remittance, WPS account opening, remittances , FCY change ,I spent more than 14 years overseeing operations and personnel. A track record of exceeding customer expectations hitting sales goals, and maintaining legal compliance.

SKILLS

1. Strong leadership and management skills.
2. Building and maintaining strong relationships with clients and partners .
3. Excellent Customer service skills .
4. Experience in leading and training team.

COURSES

Fraud Risk Management and Whistleblowing (KMPG)
Satisfying Customers-leading growth AMLCT and Due Diligence with special reference to the "Anti-Money laundering Regulations (Ref:24/2000) of central bank UAE"

EDUCATION

Bachelor of Archeology

Cairo University

1996-2000

CERTIFICATES

Top performing Branch Manager (operations ~SharjahRegion) 2017
Top performing Branch manager (Operations~Sharjah region)2019

SOFTWARE SKILLS

1. Microsoft Word
2. Microsoft PowerPoint
3. Microsoft Excel
4. Microsoft Outlook

Branch Manager Al Fardan Exchange

- Manage the daily operations of the branch, ensuring compliance with regulations and achieving sales target.
- Lead a team of staff, providing training and support to improve performance.
- Develop and implement strategies to increase customer base and revenue resulting in increase in profit .
- Maintain strong relationships with clients and partners, addressing their concerns and resolving issues in a timely manner.
- Evaluate quantitative KPI performance and identify scope for improvement.
- Identify business parameters and set specific measurable and realistic objectives.
- Plan execution, communication Daily reports, and apprehension topper .
- Publish Business results to staff with highlights .

2 New Branches under my supervision (Muweilah - BMW)

1. Muweilah Branch (Commercial Area) from 01-01-2017 to 30-5-2018:

I made an action plan to get 1000 new customers every month for the first three months I was at that branch, and made 2500 transactions the marketing plan was under my supervisory, I included the marketing team and sales team with my branch team coming to a grand total of 30 staff members, for the first three months we achieved 120% then I set a new action plan with new targets .

the Branch businesses drive increased after 5 months by 400%

In this branch I had driven the business to success I had also supervised 7 staff

the branch was in top 10 branches

2. BMW Branch (Industrial Area) 01-06-2018 to 21-09-2021

I managed the branch with eight staff members and myself, the branch was in industrial area it has 1000 and many camps so I made the branch action plan to cover all the area and install an ATM machine in the branch (business requirement, we made deals with the owners of the shops, factories and individuals. We opened corporate account for corporate transactions (I registered 100 companies) and WPS (215), I covered all the camp area and we got in the top 5 branches Clock Tower (Main Branch) 22-09-2021 till date:

The company promoted me to be in the main branch to increase the branch business. I manage the branch with 13 staff and myself, the branch become in the top three branches (revenue)



Supervisor

Al FARDAN Exchange,Dubai,UAE

2006-2014

- Supervised the daily activities of the customer service team,ensuring excellent customer service and compliance with regulations.
- Trained and coached staff to improve their performance and achieve sales target.
- Resolved escalated customer issues and provided guidance to staff on issue resolution
- Maintain and implement business strategies to enhance the customer base and sales performance

Call Center Agent

Americana,Abu Dhabi,UAE

2002-2006

Answered Incoming calls and provided customer service team,ensuring excellent customer service and compliance with regulations

Resolved customer complaints and inquiries in a timely and professional manner

Coordinated with other departments to ensure customer satisfaction and issue resolution

