



Abdelshakour Ahmed

UAE: Dubai

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Objective

Seeking for challenging opportunity where I can use my skills and experience for the success of the organization which has a healthy work environment and recognize the value of hard work, also trusts me with renewable challenges.

Experience

Redha Alansari exchange (Dubai)

June 2022 till now

Teller

- Front office operations including remittance operation ,cash and WPS (wages protection system) operation.
- Inform customers of Anti money laundering danger and know your customer policy.
- Reporting any suspicious customer's transaction.
- Accurately maintained records of each transaction and ensured all documentation and paperwork was in place and within compliance.
- Assist customers with various questions about their transactions.
- Answer the branch's telephone in a professional manner.
- Liaising with other department, compliance, customer service to provide high quality of service to our customers.



Habitat (cairo)

October 2019 April 2020

Accountant

- Prepare and post journal entries to ensure all business transactions are recorded.
- prepare financial weekly ,monthly, and annual financial reports.
- Inventory control, preparing sales invoice.
- Maintaining accounts payable and receivable.



Customer service

- contact potential and existing clients and increase customer loyalty.
- Ensure quality of inbound , outbound calls in order to get client satisfied.
- Provide accurate information about the company.
- Awareness the clients of new services and products at the company.
- Listen to the customer's needs to generate repeat sales.

Skills

- Good communications skill.
- Self motivated , hardworking .
- Problem solving , decision making.
- Good ability to work with the staff as one group.

Educations

- Bachelor's degree.
- Faculty of commerce English section.
- Accounting department.

2020

Languages

- Arabic : mother tongue.
- English: fluent.

Computer skills

- Professional user of Windows ,Internet.
- Professional user of Microsoft office.

courses

- Professional financial accountant.
- Income tax ,electronic accounting program.