



SAMEH ABD EL KAWY



Objective

Seeking a responsible position in a company where my experience, accomplishments, proficiency will allow me the opportunity for growth.



Education

Bachelor of history, Faculty of Arts, Ain Shams University.

2002



Contact



Ajman, UAE.



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Skills

Communication



Problem Solving



Leadership



Presentation skills



Work Experience

UAE Exchange center LLC

2016-present

Retail sales and customer service

- Responsibilities involve the overall counter activities in the money Exchange.
- Plans, co-ordinates and implements customer service strategies aimed at enhancing the image of the company and overall financial performance.
- Monitor work flows and implements changes to maximize productivity.

UAE Exchange center LLC

2008-2014

Cashier

- Responsibilities involve handling financial transaction of customers.
- Responsible for cash handling and supervise exchange market for variation in the value of all currencies.

El Ma'aref Langauge school

2004-2005

Social Studies Teacher

Surgi Tech Medical supplies

2005-2006

Worked in secretary office.



Courses

The Basic Business Skills acquisition Program.

- The program worked on presentation skills, team work, English business linguistics skills and MS office.

American university in Cairo

- Attended English Course level (9)

Egypt Air

- Attended basic passenger fares and ticketing course.



Training

- Customer Service by Customer Care Dept.
- Cashier and Single window Program.
- AML (Anti Money Laundering) by Chief Compliance officer.
- Funding Training Programmed by UAE Exchange LLC Centre.
- Attended cashier training in March 2011.



Certificates

- Employee of the month in Fujairah main branch - Feb 2013.
- Employee of the month in Fujairah main branch - Dec 2013
- Best performance in national bonds issue for Q1 in 2012.
- Best performance in customer service in Q1 in 2012.
- Best performance in xpress money in 2011.
- Best performance in remittance in Arab corridor - Feb 2013.
- Best performance in remittance in Arab corridor - Mar 2013.
- Best AED cashier in Feb 2013.