


ISLAM SAYED

Teller

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SUMMARY

"Looking for a job opportunity as a teller in an exchange center to utilize my experience in dealing with customers, Customer service professional with over 4 years of experience accounting skills, and managing cash effectively and accurately."

EDUCATION

Portsaid University

Bachelor of Physical Education. 2009 -2013

SKILLS

- Accurate and fast mathematical skills.
- Proficiency in Microsoft Office programs (Excel, Word).
- Customer service and effective communication skills.
- Ability to work under pressure.
- Commitment to confidentiality and accuracy.
- Ability to listen well to customers and understand their needs. Speak confidently and persuasively to influence purchasing decisions.
- Negotiation skills to achieve win-win deals. Convincing customers of the added value of the product or service.
- Organize appointments and meetings efficiently.
- Ability to follow up with clients on a regular basis and maintain an updated database.
- Achieve monthly/yearly sales targets.
- Ability to work under pressure.

CERTIFICATIONS

- Table tennis training course, International Academy for Applied sciences.
- O First Aid, International Academy for Applied sciences.
- First Aid and Swimming Safety Course by the Egyptian Union for Diving and Rescue.
- O Elementary Swimming Course from the Egyptian Swimming Union.

PROFESSIONAL EXPERIENCE

Teller at Al Reda Exchange Center. 2020-2024

- Accuracy in dealing with numbers: Experience in quickly and accurately counting money and processing financial transactions.
- Excellent customer service: Ability to communicate effectively and provide a positive customer experience.
- Time management: Skill in organizing time to complete tasks quickly and efficiently.
- Knowledge of exchange and currency exchange operations: Deep understanding of exchange rates and commission calculations.
- Attention to detail: Review transactions and ensure they are free of errors.
- Proficiency in financial programs: Use accounting systems and point of sale (POS) devices.
- Knowledge of security procedures: Follow security policies related to handling cash.

Sales Representative at Sofico Pharm 2018-2020

- Communicate with current and potential customers to understand their needs and provide appropriate solutions.
- Promoting products or services and explaining the benefits in a professional manner.
- Preparing and submitting commercial offers and negotiating with customers on prices and terms.
- Researching the monthly and annual sales targets set by the management. Follow up on orders and guarantee delivery of products on time.

Warehouse at the International Pharmaceutical Company 2015-2024

- Managing the receipt and storage of pharmaceutical products.
- Apply safety and storage quality standards (GSP/GDP).
- Using inventory management systems such as (SAP/ERP). Preparing periodic reports and monitoring inventory.
- Operating warehouse equipment such as:
- Forklifts.
- Digital systems for determining storage locations.
- Knowledge of handling chemicals.
- Following safety procedures in warehouses.