

# Mohamed Zaky Shalan

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## Objective

A results-driven professional with over 11 years of experience in financial services, customer service, and branch management. Proven expertise in managing high-volume operations, overseeing ATM and cash management, and ensuring compliance with financial regulations. Skilled in leading teams, optimizing customer service processes, and delivering exceptional service. Seeking to leverage my leadership, financial management, and problem-solving skills in a dynamic role to contribute to organizational growth and operational excellence.

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## Work Experience

### Branch Manager at Egypt Post National Organization | Feb 2021 – Present

- Supervise and manage the daily operations of the branch, ensuring seamless handling of financial transactions and cash bulk operations.
- Oversee and streamline courier services and cargo logistics, ensuring timely deliveries and efficient handling of packages.
- Monitor and manage ATM operations, ensuring availability and functionality, and quickly resolving any technical issues.
- Ensure exceptional customer service by addressing customer inquiries, resolving issues, and ensuring the smooth functioning of all services.

### Teller at Lari Exchange, Abu Dhabi | Dec 2018 – Jan 2021

- Managed daily cash reconciliation, ensuring accuracy and compliance with Central Bank regulations.
- Processed a wide range of financial transactions, including money transfers, foreign exchange, and deposits, maintaining detailed records.
- Ensured full compliance with Anti-Money Laundering (AML) and fraud prevention regulations, identifying and reporting suspicious activities.
- Delivered fast, accurate, and reliable customer service, ensuring that all transactions were processed swiftly and without error.

### Customer Service Executive at LULU Group International, Abu Dhabi | June 2018 – Dec 2018

- Addressed a wide variety of customer inquiries, providing clear and concise information and resolving issues effectively.
- Managed the exchange and refund processes, ensuring smooth operations and compliance with company policies.
- Oversaw checkout operations, ensuring swift and accurate processing of customer transactions and resolving any pricing discrepancies.

### Teller at Egypt National Post, Alexandria | Dec 2013 – Jun 2018

- Delivered essential financial services including processing pensions, money transfers, and savings account transactions for customers.
- Managed inbound and outbound mail, ensuring proper documentation and processing of deliveries.
- Handled financial reporting tasks, ensuring accuracy and timely submission to upper management.
- Coordinated with third-party vendors, including Etisalat, Vodafone, and Orange, to provide efficient bill payment services and customer support.

## Customer Service Assistant at Hyper Panda Trading LLC, Dubai | Dec 2012 – Nov 2013

- Managed refunds, exchanges, and addressed customer inquiries with professionalism and empathy.
- Oversaw daily financial reports, ensuring accurate and timely submission of transaction data to management.
- Supported the cashier and shift leader in managing checkout operations, ensuring the team was fully equipped and prepared for peak hours.
- Trained new personnel on customer service standards and operational procedures, ensuring alignment with company policies.

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## Education

### Bachelor of Commerce (BA Department)

#### Training Programs:

- Effective Communication Skills
- Professional Business Correspondence

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## Skills

#### Soft skills

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|--------------------------------|-------------------------------|---------------------------|
| • Hard Worker, Self-motivation | • Teamwork skills             | • Time management         |
| • Computer Skills              | • Leadership skills           | • Customer service skills |
| • Problem-solving skills       | • Organizing and prioritizing | • Project management      |
| • Communication skills         | • Adaptability                | • Attention to detail.    |
| • work under pressure          | • Administrative Skills       |                           |

#### Hard skills

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|--------------------------------|------------------------------|--|
| • Excel                        | • Word                       | • PowerPoint                             |
| • Financial Services Expertise | • Compliance & Regulations   | • Customer Relationship Management (CRM) |
| • ATM & Cash Management        | • Market Research & Analysis |  |

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## Languages

- **Arabic:** Mother Tongue
- **English:** Fluent

Reference available upon request