

MOHAMED ABD ELSALAM

SENIOR SUPERVISOR



CONTACT

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Al Qasimia , Sharjah , UAE

PERSONAL INFORMATION

- Date of Birth: SEP 12, 1987
- Nationality: Egyptian
- Driving License: Available (Dubai License)

SKILLS

- Financial Operations Management
- Compliance and Anti-Money Laundering (AML)
- Quick learning and adaptability to new software systems
- Team Leadership
- Strong teamwork spirit and collaboration
- Excellent communication and negotiation skills
- Strategic business advisory
- Excellent interpersonal and customer service

LANGUAGES

- Arabic (Native)
- English (Fluent)



SUMMARY

Highly motivated and results-oriented professional with over 15 years of experience in customer service and financial operations, including 10 years in a supervisory role. Proven ability to lead teams, manage complex projects, and exceed expectations. Excellent communication, problem-solving, and time management skills. Seeking a challenging position where I can contribute my skills and experience to the success of a dynamic organization.



WORK EXPERIENCE

* 15 years of experience in the currency exchange and financial transfer sector at Redha Al Ansari Exchange, encompassing both teller responsibilities and managerial duties.

Senior Branch Supervisor

2021 - PRESENT

- * Current Position: Branch Senior Supervisor & Branch Compliance Officer
- * Oversee daily branch operations and ensure compliance with regulations.
- * Monitor transactions for suspicious activity and implement risk mitigation strategies.
- * Train and mentor staff on compliance procedures and best practices.
- * Prepare and present reports to senior management.

Branch Supervisor

2013 - 2021

- * Managed daily branch operations and achieved sales targets.
- * Ensured compliance with all applicable laws and regulations.
- * Provided excellent customer service and resolved customer complaints.

Assistant Branch Supervisor

2012 - 2013

- Assisted the Branch Supervisor in managing daily operations.
- * Provided customer service and handled customer inquiries.

Teller

2010 - 2012

- Processed financial transactions accurately and efficiently.
- * Handled cash, checks, and money transfers.
- * Provided excellent customer service.



EDUCATION

Bachelor of Arts in Geography (Survey)

2008 - 2009

High School Diploma

2004 - 2005



DUTIES AND RESPONSIBILITIES

*** Led daily branch operations:**

- Efficiently managed daily branch operations, ensuring smooth workflow and achievement of set targets.

*** Oversaw AML compliance:**

- Responsible for monitoring daily transactions for any unusual Structured, suspicious, black listed cases.
- Ensured full compliance with Central Bank regulations regarding Anti-Money Laundering (AML), implementing necessary policies and procedures.

*** Trained and developed staff:**

Provided training and guidance to new and existing employees, developing their skills in foreign exchange, customer service, and compliance.

*** Delivered exceptional customer service:**

- 15 years experience in customer service field.
- Provided exceptional customer service, resolving customer issues efficiently and professionally, and maintaining strong customer relationships.

*** Achieved sales targets:**

- Met and exceeded branch sales targets, implementing strategies to increase revenue and attract new customers.
- Cross-sell bank products and services

*** Managed risk:**

- Ensured all banking operations were conducted in accordance with Central Bank regulations and internal company policies, identifying and mitigating potential operational risks.

*** Fostered a positive work environment:**

- Created a positive and motivating work environment for employees, promoting collaboration and teamwork.

*** Ensured transaction accuracy:**

- Verified that all transactions were processed correctly and without errors or risks.

*** Wages Protection System:**

- Extensive experience in Wages Protection System (WPS) and company payroll setup.

*** Bank remittance to any country all over the world.**

*** Instant money transfer all over the world using Agent Portals.**

* Highly skilled in cash checking accepting deposits & loan payments and processing withdrawals.

* Issue receipts, refunds, credits, or change due to customers.

* Control branch expenses and providing the monthly report to HO.

* Responsible of keep and archiving all related files and documents.

REFERENCE:

Reference will be furnished upon request.

Sincerely,
Mohamed Abd Elsalam