



Mostafa Sabry Saad Hemida

Date of birth:

10th, Apr1988

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E-mail Address:

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Nationality/ Egyptian

Languages

Arabic and English

Education Qualification:

- Graduate from Faculty of tourism and Hotels, Tourism department, El-Fayoum University_ Egypt, Grade Good, graduated in July, 2009.

Work Experience:

1. **Branch Manager.**

Al Ansari Exchange LLC. (Sep, 2015 till July, 2024)

- *Managing the daily cash handling processes and verifies the cash held in the vault, individual tellers and reporting to Area Manager any discrepancies identified to investigate and solve.
- *Provide high level of customer service to the clients and saving their time during the process and service time.
- *Motivate, develop, appraise, and maintain the team members to ensure that their individual's performance is of the required standard.
- *Ensuring that the overall cash position matching with the bank limit.
- *Monitoring the proper functions for all the devices, machines and ensuring that any breakdowns are rectified as soon as possible.
- *Responding to internal and external customer's queries and ensuring to provide clear and correct information to them.
- *Ensuring that all the transaction released and following up the pending transactions to be released as soon as possible.
- *Ensuring that all the team members updating their knowledge by reading and understanding the internal circulars.
- *Managing the teller/cash area effectively insuring compliance adhered and all tellers adhered to the company policies.
- *Ensue to be updated to the AML policy awareness and update the staff members with the latest guidelines.
- *Ensure to meet transactions process standards with a good rating of audit.

Marital status:

Married

Religion:

Muslim

Residence Country:

Ajman, UAE

Visa Status:

Visit Visa

Driving License

Available & valid

Notice Period:

Immediate joining

2. Sales and Marketing Executive

_ Beautiful Night Hotel Suites group in Jeddah – KSA. (Jan, 2012 to Apr, 2015).

responsible for organizing sales visits, establishing new business, building relations with the potential and past clients, receiving corporate reservations and Managing the E-Marketing (booking.com and Agoda.com).

Courses, Seminars and Training

- Anti-money laundering training.
- Dirham and foreign currencies counterfeit detection.
- Customer service and advance customer service training.
- Business telephone etiquette.
- Leadership development program training.
- Risk management level 2 training.
- Information technology training.

Personal and communication skills

- Excellent Selling, Negotiating, planning and communication skills.
- Excellent ability of time management.
- Remarkable ability to work under pressure.
- Effective team player in a multi-cultural environment.
- Excellent customer handling and ability to resolve complaints.