

# Maher Ibrahim

Location: Sharjah, United Arab Emirates

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Date of Birth: 3 November 1991



## Professional Summary

Experienced Money Exchange Teller and Customer Service Specialist with 7+ years in currency exchange, cash handling, and AML/KYC compliance. Adept at fast, accurate financial services and resolving customer inquiries. Seeking a role in a UAE-based exchange or banking institution.

## Professional Experience

### Al Ahly Exchange - Cairo, Egypt

Senior Teller & Customer Service Officer (Jan 2021 - Jun 2024)

- Handled large cash volumes with speed and accuracy.
- Delivered international money transfers (Western Union, SWIFT).
- Ensured full AML and KYC compliance.

### Misr Exchange - Cairo, Egypt

Teller & Customer Service Representative (Jun 2017 - Dec 2020)

- Exchanged major currencies (USD, EUR, GBP) accurately.
- Reconciled daily cash and reported transactions.
- Reported suspicious activity per AML policies.

## Education

Bachelor of Commerce (Accounting), Beni Suef University - Egypt, 2013

## Skills

- Foreign Currency Exchange
- AML & KYC Compliance
- Customer Service
- Money Transfers (Western Union, SWIFT)
- Cash Handling & Balancing
- MS Office
- Arabic (Native)
- English (Good)

## Strengths

- Trustworthy with large cash volumes
- Strong communication and interpersonal skills
- Attention to detail under pressure