

# Sherif Kamal



## Contact

**Address:**

Abu Dhabi,  
United Arab Emirates

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## Personal information

**Nationality** : Egyptian

**Date of birth** : 30/9/1995

**Religion** : Muslim

**Marital Status** : Married

## Languages

Arabic – English

## Summary

Diversified skill set covering administrative support, client relations, writing, human resources and recruiting, account management, and project management. Excellent interpersonal, phone, and digital communication skills.

## Education

Bachelor of commerce: **Accounting** - 2020

**Al-azhar University**, Egypt

## Experience

**Assistant Branch Manager** - 06/2021 to Present

**Al-Ansari Exchange**, United Arab Emirates

- Assist the Retail Store Manager in planning and implementing strategies to attract customers.
- Supports staff results by communicating job expectations and planning, monitoring, and appraising job results
- Handle customer and employee complaints.
- Carry out smooth and error-free transactions within the branch, ensuring all activities are completed within timescales and with a high degree of accuracy.
- Ensure that daily sales/production goals are met.
- Open up or close the warehouse at the start and end of the day.

**Operation Executive** - 10/2019 to 03/2021

**Talabat**, Egypt

- Monitoring the operational performance of both internal and external service providers.
- Interpretation of data and analytics and report generation.
- Receiving and responding to approvals and notifications.
- Developing strategic long-range plans to achieve strategic objectives.

**Costumer service** - 04/2017 to 08/2019

**Ntra**, Egypt

- Receive complaints from clients and send them to the competent authorities for resolution.
- Managing administration, communicating, and coordinating with internal departments.
- Obtaining and evaluating all relevant data to handle complaints and inquiries.
- Recording details of comments, inquiries, complaints, and actions taken.

**Team leader - call center agent** – 10/2015 to 03/2017  
**Vodafone, Egypt**

- Managing the day-to-day activities of the team.
- Motivating the team to achieve organizational goals.
- Developing and implementing a timeline to achieve targets.
- Managing incoming calls and customer service inquiries.
- Managing the day-to-day activities of the team.
- Motivating the team to achieve organizational goals.
- Identifying and assessing customers' needs to achieve satisfaction.

## Certifications

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The principles of human resources management  
(Certificate): **Edraak.**

- Design and update job descriptions.
- Personal interview for job applicants.
- Develop training and development programs.

Leadership (Certificate): **Edraak.**

- Motivating the team to achieve organizational goals.
- Developing and implementing a timeline to achieve targets.
- Conducting training of team members to maximize their potential.
- Managing the day-to-day activities of the team

## Skill Highlights

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- |                          |                            |
|--------------------------|----------------------------|
| • Project management     | • Employment Legislation   |
| • Strong decision maker  | • Highly Organized         |
| • Complex problem solver | • Office Program Knowledge |

## Reference

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All Reference will be furnished upon request