

Mohamed Zaky Shalan

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Address: Egypt | **Date of Birth:** October 9, 1989

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.

Work Experience

Cashier at Altayer Motors (Transguard Group LLC) | April 2025– Present

Maintain custody of cash collected from BU sales activities in accordance to corporate finance procedures and guidelines to avoid any theft.

Report on observations regarding the risks noted in the location/outlet to ensure risky matters are highlighted and acted upon.

Perform customer settlement (application) in system in accordance to supporting documentation to ensure that the system is updated and is a good reflection of the customer status.

Receive payment by cash, cheques and credit card from customers according to corporate finance policies and give receipt to customers to process the sales transaction.

Handover the cash and cheques to the cash collector of the corporate finance office to deposit in the bank.

Maintain the Petty Cash and ensure that cash on hand and bills are equal to the petty cash balance and that petty cash bills are within the limits and fully supported in accordance to group policy all for the purpose of supporting ongoing operations.

Generate receipts in customer accounts based on supporting documents and payment to ensure transaction is adequately supported.

Carry on special assignments based on senior accountants' directives in relation to accounts.

Prepare a daily cash report with all details and cash on hand for control purposes. Maintain custody of cash collected from BU sales .

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.

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.

Education

Bachelor of Commerce (BA Department)

Training Programs:

- Effective Communication Skills
- Professional Business Correspondence

Skills

Soft skills

- Hard Worker, Self-motivation
- Computer Skills
- Problem-solving skills
- Communication skills

Hard skills

- Excel
- Financial Services Expertise
- ATM & Cash Management

- Teamwork skills
- Leadership skills
- Organizing and prioritizing
- Adaptability
- Administrative Skills

- Word
- Compliance & Regulations
- Market Research & Analysis

- Time management
- Customer service skills
- Project management
- Attention to detail.

- Customer Relationship Management (CRM)

Languages

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

Reference available upon request