

## **Amir Ibrahim | Teller Cashier**

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### **SUMMARY**

Experienced Teller Cashier with over 5 years of banking and exchange house experience. Skilled in attending customers for remittance transactions, telex transfers, electronic transfers, and currency exchange. Proficient in cross-selling exchange products and services, handling customer inquiries and complaints, and delivering exceptional customer service. Adept in computer applications, technical solutions, and hardware fundamentals.

### **CORE COMPETENCIES**

- **Customer Service:** Adept at attending customers, handling inquiries, addressing complaints, and delivering exceptional service with a pleasant demeanor even in difficult situations.
- **Banking & Exchange Operations:** Experienced in remittance transactions, telex transfers, electronic transfers, currency exchange, and cross-selling of banking/exchange products and services.
- **Communication Skills:** Excellent verbal and written communication abilities, enabling effective interaction with customers and colleagues.
- **Problem-Solving:** Ability to respond promptly and provide controlled, professional resolutions to customer issues and challenges.
- **Multitasking:** Skilled in managing multiple tasks simultaneously and working efficiently under pressure.
- **Sales & Marketing:** Proven capability in performing marketing and sales executive roles, promoting products and services during off-peak hours.
- **Computer Proficiency:** Technical expertise in computer applications, software solutions, networking, and hardware fundamentals.

### **EXPERIENCE**

#### **Teller Cashier | Misr Exchange, Egypt | 05/2018 – 1/2024**

- Attended customers for making remittance transactions, telex transfers, electronic transfers, and currency exchange.
- Redirected customers to the cashier after entering transaction details for payment processing.
- Cross-sold exchange products and services to customers.
- Addressed customer complaints, branch inquiries, transaction inquiries, rate inquiries, and currency conversions.
- Gained comprehensive knowledge of products and services to deliver efficient service within established timelines.
- Performed marketing and sales executive roles during off-peak business hours.

#### **Bus Supervisor | Emirates Transport, UAE | 05/2024**

**I have an Emirati driving license .**

### **EDUCATION**

- Bachelor of Commerce - Zagazig University.
- Courses: Preparing and Qualifying Accountants – Egyptian Association of Accountants and Auditors.

### **SKILLS**

- Microsoft Office Suite: Word, PowerPoint, Excel (Expert) + Proficiency in Accounting Programs.

### **LANGUAGES**

- Arabic (Native).
- English (Good).