

Emad Salem

Remittance Clerk / Customer Service Representative / Cashier

Dubai, UAE | +971504579429 | eng.emadahmadsalem@gmail.com

Professional Summary

Detail-oriented and reliable Remittance Clerk with experience in money transfers, customer service. Seeking a challenging role in a reputable bank or exchange company to ensure efficient transaction processing and customer satisfaction.

Key Skills

- Customer service and problem-solving
- Financial data verification and accuracy
- Computer skills (MS Office – Excel, Word, transfer systems)
- Strong communication and interpersonal skills
- Ability to work under pressure with attention to detail

Work Experience

Remittance Clerk – Haram Transfer

Lattakia, Syrian Arab Republic | Jan 2024 – Jul 2025

- Processed domestic and international remittance transactions.
- Responded to customer inquiries and resolved issues quickly.
- Accurately entered financial data into the system.
- Generated periodic reports for financial management.

Customer Service Representative – Syriatel Company

Lattakia, Syrian Arab Republic | Jun 2021 – Dec 2023

- Guided clients through digital and in-branch services.
- Enhanced customer experience and satisfaction.
- Handled customer calls.

Cashier – AL Malaki Café & Restaurant

Lattakia, Syrian Arab Republic | Jun 2020 – Dec 2020

Education

MS in Civil Engineering – Tishreen University (2023)

Major: Transportation Engineering | Minor: Road Pavement

BS in Civil Engineering – Tishreen University (2020)

Major: Transportation Engineering | Minor: Road and Traffic

ICDL, ECDL– Syrian Computer Society (2022)

Languages

- Arabic: Native
- English: Intermediate (Oxford English Placement Test – CEFR B2 (2023))