

# Ahmed Saad

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## Professional Summary

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Results-driven professional with extensive experience in customer service, cash handling, and financial transactions. Adept at managing multi-currency operations, reconciling cashier tills with precision, and ensuring compliance with financial regulations. Skilled in enhancing customer satisfaction, streamlining service processes, and supporting revenue growth in high-pressure environments. Recognized for accuracy, efficiency, and the ability to train and guide staff to meet organizational goals. Seeking to contribute expertise in teller and customer service roles within exchange and financial service companies.

## Professional Experience

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### Waiter / Cashier – Al Khayma Heritage Restaurant, UAE | January 2020 – January 2023

- Executed cash and card transactions with 100% accuracy, maintaining zero discrepancies in daily reconciliations
- Processed payments in multiple currencies for international customers, ensuring compliance with policies
- Maintained balanced cashier tills and prepared accurate daily financial reports
- Delivered exceptional customer service in a high-volume environment, resolving inquiries efficiently
- Applied upselling techniques that boosted restaurant revenue by 15%
- Reduced transaction errors by 20% through strict adherence to cashier procedures
- Boosted customer satisfaction scores by 12% through consistent high-quality service

### Customer Service Representative – Vodafone, Egypt | January 2017 – January 2020

- Provided frontline support by addressing customer inquiries and resolving technical issues promptly
- Achieved and exceeded monthly sales targets for mobile and digital services
- Delivered onboarding training for new employees on customer service protocols and payment systems
- Ensured consistent customer satisfaction by maintaining service quality above 90%
- Collaborated with cross-functional teams to streamline service operations and reduce issue resolution time
- Exceeded sales targets by an average of 15% over 3 consecutive years
- Improved first-call resolution rate by 20%, reducing customer follow-up cases significantly

### Customer Service Representative – Laurent Hospital, Egypt | January 2017 – January 2020

- Assisted patients with service inquiries, appointment scheduling, and payment processing
- Handled billing operations for medical services with precision and compliance to financial standards
- Resolved patient complaints tactfully, ensuring satisfaction and retention
- Facilitated coordination between medical staff and administration to improve patient experience
- Contributed to operational efficiency by supporting daily administrative and front-desk activities
- Improved appointment scheduling efficiency by 25%, reducing patient waiting times
- Reduced billing discrepancies by 15% through accurate financial processing

## Education

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**Master's Degree in Law** – Alexandria University, Egypt | July 2018

**Bachelor of Law** – Alexandria University, Egypt | July 2015

## Achievements

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- Balanced cashier tills with 100% accuracy throughout employment
- Boosted sales revenue by 15% through cross-selling and upselling
- Recognized by management for efficiency and transaction accuracy
- Achieved customer satisfaction levels exceeding 90% consistently

## **Skills**

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### **Personal Skills**

Teamwork | Communication | Flexibility | Problem-solving | Responsibility | Attention to detail | Adaptability | Self-motivation | Organization | Stress management | Quality focus

### **Practical Skills**

Customer service | Client relations | Cash handling | Sales support | Complaint resolution | Target achievement | Daily reporting | Staff training | Administrative coordination | Payment processing | After-sales service | Patient relations management

### **Technical Skills**

POS Systems | QuickBooks | Avaya CRM | Microsoft Word | Microsoft Excel | Microsoft Outlook | Database management | Fast typing | Data entry | Payment systems | Document processing | Microsoft Office Suite

## **Languages**

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- **English | Arabic**