



# Abdelrahman Mohamed Farrag

📍 Dubai, UAE ✉ boboabdo410@gmail.com ☎ +971565510886

## SUMMARY

Experienced Cashier & Assistant Operations Manager with expertise in foreign exchange, cash handling, and AML compliance. Skilled in POS operations, financial transactions, and customer service. Adept at reducing errors, improving operational efficiency, and ensuring 100% transaction accuracy. Seeking to leverage expertise in a fast-paced financial environment.

## EXPERIENCE

### Cashier & Assistant Operations Manager

Al Dar Exchange

September 2023 - Present, Dubai

- Process high-volume foreign exchange transactions exceeding \$50,000 daily.
- Assist the Operations Manager in overseeing regulatory compliance and transaction monitoring.
- Maintain 100% accuracy in financial transactions, reducing errors by 30%.
- Implement anti-fraud measures, ensuring compliance with AML/CFT regulations.
- Train and mentor new employees on financial policies and customer service best practices.
- Improve customer experience ratings by 20% through efficient service delivery.

### Data Entry & Customer Service Representative

Uber

January 2021 - January 2023, Egypt

- Processed 1,000+ records weekly, ensuring 98% data accuracy in the CRM system.
- Assisted in customer inquiries, payment disputes, and technical support.
- Contributed to a 15% improvement in response time for support tickets.

### Customer Service Representative

Vodafone

January 2019 - December 2020, Egypt

- Managed 250+ daily customer interactions, resolving billing and account issues.
- Maintained an average customer satisfaction score of 90%+.
- Trained in handling financial transactions, refunds, and dispute resolution.

## EDUCATION

### Bachelor's Degree in Commerce

Beni Suf University · Egypt · 2019

## TECHNICAL PROFICIENCY

POS & Financial Software (Swift, Western Union)

Microsoft Office Suite (Excel, Word, Outlook)

Data Entry & CRM Systems

## SKILLS

- Foreign Exchange & Currency Transactions
- Cash Handling & Reconciliation (Daily Transactions of \$50K+)
- Financial Transactions & Remittance Processing
- AML Compliance & Risk Management

- POS Systems (Swift, Western Union, MoneyGram)
- Customer Service & Complaint Resolution
- Account Reconciliation & Fraud Prevention
- Operational Support & Team Leadership
- Microsoft Office Suite (Excel, Word, Outlook)
- Multitasking & Time Management

**Languages:**

- **Arabic:** Native
  - **English:** Proficient
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