

MOHAMED GAMAL SALLAM



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Professional Summary

A Customer Service Specialist with over 6 years of experience in banking, fintech, and telecommunications. Skilled in customer support, KYC compliance, money transfer operations, and technical troubleshooting. Proven ability to deliver excellent service, resolve complex issues, and ensure compliance with organizational and regulatory standards.

Professional Experience

Customer Service Specialist – Raseed Invest, DIFC

2023 – Present | Dubai, UAE

- Provide multi-channel customer support via live chat, phone, and email, ensuring timely and accurate issue resolution.
- Facilitate onboarding of new users by managing KYC processes in compliance with regulations.
- Escalate technical issues to relevant teams and forward customer suggestions for improvement.

Main Teller – Al Fardan Exchange, Dubai Mall

2021 – 2023 | Dubai, UAE

- Processed international money transfers with accuracy and efficiency.
- Executed currency exchange transactions while ensuring compliance with exchange rate policies.
- Prepared daily compliance reports and maintained accurate financial records.
- Assisted customers with financial transactions and inquiries, providing professional service.

Technical Support Advisor – Vodafone Egypt

2018 – 2020 | Cairo, Egypt

- Delivered technical support for Vodafone services, resolving customer issues effectively.
- Managed customer accounts, including activations, plan upgrades, and contract renewals.
- Ensured compliance with company policies and accurate documentation.

Skills

- Customer Service & Support (Phone, Email, Chat)
- KYC & Compliance
- Money Transfer & Currency Exchange
- Financial Transactions & Reporting
- Technical Troubleshooting
- Account Management
- Communication & Interpersonal Skills
- Microsoft Office
- CRM Software

Additional Information

- Languages: Arabic (Native), English (Fluent)
- Nationality: Egyptian
- Visa Status: Available to join immediately
- Date of Birth: 01-Aug-1993

Education

Bachelor's Degree in Civil Engineering