

# MOHAMED YEHIA MOHAMED SAEED

## CONTACT

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Sharjah, UAE

## SKILLS

Strong leadership and management skills

Build and maintain strong relationships with clients and partners

Excellent Customer Service Skills

Experience in leading and training teams

## EDUCATION

**Bachelor of Archaeology**

**Cairo University**

1996-2000

## LANGUAGES

Arabic 

English 

German 

## PROFILE

Experienced foreign remittance professional with over 15 years of experience in the industry. At Al Fardan Exchange, I began as a teller before being promoted to Branch Manager, where I spent more than 7 years overseeing operations and personnel. a track record of exceeding customer expectations, hitting sales goals, and maintaining legal compliance.

## COURSES

- Fraud Risk Management and Whistleblowing (KPMG)
- Satisfying Customers - Leading Growth
- AMLCFT & Due Diligence with special referrence to "The Anti-Money laundering Regulations (Ref:24/2000) of Central Bank of UAE"

## CERTIFICATES

- Top performing Branch Manager (Operations ~ Sharjah Region) 2017
- Top performing Branch Manager (Operations ~ Sharjah Region) 2019

## SOFTWARE SKILLS

Microsoft Word 

Microsoft Excel 

Microsoft Powerpoint 

Microsoft Outlook 

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## WORK EXPERIENCE

### Branch Manager

2014-present

#### Al Fardan Exchange, Sharjah, UAE

- Manage the daily operations of the branch, ensuring compliance with regulations and achieving sales targets.
- Lead a team of staff, providing training and support to improve performance.
- Develop and implement strategies to increase customer base and revenue, resulting in increase in profit.
- Maintain strong relationships with clients and partners, addressing their concerns and resolving issues in a timely manner.
- Evaluate quantitative KPI performance and identify scope for improvement
- Identify business parameters and set specific measurable and realistic objectives
- Plan execution, communication, Daily report, and Appreciation topper
- Publish business results to the staff with highlights

### Supervisor

2009-2014

#### Al Fardan Exchange, Dubai, UAE

- Supervised the daily activities of the customer service team, ensuring excellent customer service and compliance with regulations.
- Trained and coached staff to improve performance and achieve sales targets.
- Resolved escalated customer issues and provided guidance to staff on issue resolution.
- Maintain and implement business strategies to enhance the customer base and sales performance.

### Customer Service Representative

2006-2009

#### Al Fardan Exchange, Dubai, UAE

- Supervised the daily activities of the customer service team, ensuring excellent customer service and compliance with regulations.
- Trained and coached staff to improve performance and achieve sales targets.
- Resolved escalated customer issues and provided guidance to staff on issue resolution.

### Call Center Agent

2002-2006

#### Americana, Abu Dhabi, UAE

- Answered incoming calls and provided customer service support for a leading food and beverage company.
  - Resolved customer complaints and inquiries in a timely and professional manner.
  - Coordinated with other departments to ensure customer satisfaction and issue resolution.
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