



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

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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