

MOHAMED HENISH
Address| SHARJAH, UAE
Tel: 0524803250
Mhenish61@gmail.com



Objective

To work with an organization employing latest technologies where my academic qualifications and my experience can be effectively utilized to contribute towards the organizational progress and I have 3 years of experience in **Retail Banking Operations, Aml , Customer Service and Team Management .**

Education

September 2016- May 2020 The License Degree in Arts and Education for Basic Education .
Tanta University.
Majoring in English Language
Accumulative Grade /Very Good

Work Experience

August 2022 / Present TRANSFER CLERK at REDAH AL ANSARI EXCHANGE.

Key Roles

- Customer Relationship , Service ,Sales and Complaint Management .
- Cash Management .
- Handling the Role of Teller and Forex Cashier .

May 2020-May 2022 Customer Service Agent at Vodafone UK

Key Roles

- Answering customers questions about specific product & services.
- Preparing action plans to achieve specific targets.
- Preparing and submitting sales contracts for orders.
- Ability to keep up with changeable KPI's.

Courses

- AML COURSE
- IELTS EXAM / BAND 7
- Professional Financial Accountant (PFA) Certificate which includes: Financial, Taxes and construction Accounting – Accounting using EXCEL Program –Peachtree Program, QuickBooks Program.
- Introduction to ERP (Oracle Financials) self studying
- Microsoft Office Specialist – Associate (MOS 2019).
- Microsoft Office Specialist – Expert (MOS 2019).
- International computer driving license (ICDL).

Summary of Skills

Personal Skills

Communication Skills, Presentation Skills and Teamwork Skills.

Ability to handle pressure and meet deadlines.

Able to plan, set and achieve long term as well as short-term plans and objectives. Consistently successful in achieving different missions, planning and creative solution

Arabic (speaking, writing, reading) Native

Language Skills

English: Very good (speaking, writing and reading).

Computer Skills

Very good in the use of MS Office (Word, Excel, PowerPoint and Outlook).

Personal Information

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|------------------------|------------|
| Nationality | Egyptian |
| Date of Birth | 01OCT 1998 |
| Place of Birth | Tanta |
| Marital Status | Single |
| Military Status | Completed |
| Religion | Muslim |

Passport Details

Passport No: A30616697

Date of Issue: 23/05/2022

Hobbies

Reading, writing and organizing events.

Sports: Football, Handball, and Tennis. Traveling and learning about new cultures, new languages, and meet new people...

(Reference will be available upon request)