



## MOHAMED GAMAL A MONEM

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📍 Al Jurf 2, Ajman, UAE

### CAREER SUMMARY

Management professional with 8 years of work experience, delivering a strong personality and excellent analytical skills. I bring a unique blend of branch operations, front office, cash management, reporting, and staff administration. I enjoy working as a team in a challenging working environment. I desire to succeed, with constant challenges and goals that I've set for myself. Received appreciation at regular intervals from management and seniors. Swift adaptability to new environments and peers and striving for new knowledge.

### PROFESSIONAL TRAINING

- ✓ AML, Fraud, and Scam Training.
- ✓ Foreign currency, Counterfeit, Cash Handling Training.
- ✓ Marketing Skills and Cross Selling Training.
- ✓ Business Develop Management Training.
- ✓ Time & Priority Management Training.

### PERSONAL SKILLS

- A proven team lead who can motivate team.
- Ability to maintain work schedules and uphold work standards.
- Good ability to handle multiple tasks.
- Maintaining administrative records and preparing reports.
- Cooperation with the team.
- Good listening and understanding and perception and attitudes consciously focus.

### EXPERIENCE HIGHLIGHTS

#### WALL STREET EXCHANGE

**Position: Assistant Supervisor / Customer Services Specialist**  
**August 2022 – Till Date (Al Nahda Branch, UAE)**

##### Duties and Responsibilities:

- Deal with all customer complaints and find suitable solutions.
- Fostered positive relationships with customers, expanding customer bases, and enhancing loyalty and retention.
- Increased transaction totals by recommending additional items, consistently exceeding personal sales targets.
- Verify new customer documentation and branch TXN before filing.
- Monitoring all transactions within AML rules and verifying KYC, CDD, and EDD, replying to all inquiries on time from the bank side as well as the AML back office team.
- Dealing with all corporation customers and verifying the documents before registration.
- Processing all corporate transactions and verifying supporting documents, invoices, and requesting forms before processing.
- Develop an action plan to achieve the branch target and help achieve the company's goals.
- Handling high volume and priority customers.
- Submit daily business reports to BM and CM.
- Opening Al Nahda new branch and managing all requirements and marketing plans for the branch.
- Opening Al Talah new branch and managing all requirements and marketing plans for the branch.

#### UAE EXCHANGE CENTER LLC

**Position: Supervisor / Assistant Branch Manager**  
**April 2015 – Jun 2022 (Al Khan Branch, UAE)**

##### Duties and Responsibilities:

- Taking care of customers, providing them with the best service, and responding to their inquiries.
- Deal with all customer complaints and find suitable solutions.
- Fostered positive relationships with customers, expanding customer bases and enhancing loyalty and retention.
- Increased transaction totals by recommending additional items, consistently exceeding personal sales targets.
- Taking care of margins and achieving the target.
- Assist staff members in overcoming difficulties while processing transactions.
- Dealing with all corporation customers and verifying the documents and processing the transaction.
- Monitoring all transactions within AML rules and verifying KYC, CDD, and EDD, replying to all enquiries on time from the bank side as well as AML back office team.
- Carry out the affairs of the branch in the absence of the BH within the powers duly delegated by the BH.
- Assist the Branch Head in planning and implementing initiatives to achieve the branch targets and play a key role in the business development activities.

- The ability to cope with critical situations wisely.
- Flexibility and adaptability.
- Strong communicator and fast learner.
- Looking forward to new experiences.
- Good computer knowledge.

## COMPETENCIES

- Customer Acquisition
- New business generation
- Promoting products
- Relationship building
- Leadership skills
- Meeting service goals
- Planning skills
- Flexibility
- Complaint handling
- Convincing power

## QUALIFICATIONS

- ❖ Bachelor of Arts  
(September 2005 to July 2009)  
Ain shams university – Egypt.

## LANGUAGES

- Arabic
- English

## PERSONAL INFORMATION

Date of Birth: 15/03/1986  
 Gender: Male  
 Religion: Islam  
 Marital status: Married  
 License: UAE driving license  
 Nationality: Egyptian  
 Visa status: Residence visa

- Respect AML rules, policy, and procedures of the company wherever applicable.
- Ensure that all necessary precautions are taken care of for the secure movement of cash and proper entries.
- Adhering to all aspects of security, audit, and compliance requirements.
- Supervising and monitoring the cashier for funding the cash to the Cash Processing Centre.
- Other duties are assigned from time to time by the Branch Manager to ensure the smooth functioning of the branch.
- Prepares day-end activity reports.
- Assume the responsibility for all operational aspects at the branch.

## CARREFOUR HYPERMARKET

**Position: Supervisor Marketing**  
**October 2011 – March 2015 (Ajman, UAE)**

### Duties and Responsibilities:

- Greeted customers and provided service with a smile, offering courteous, helpful advice to best meet customer needs.
- Assisted customers with product selection and sales, recommending coordinating items to increase transaction value.
- Increased transaction totals by recommending additional items, consistently exceeding personal sales targets.
- Educated customers on product and service offerings, engaging in special offers and promotions to increase sales.
- Accepts payment for the products the customer availed.
- Ensures that the working station is clean and tidy.