



MOHAMED GAMAL

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📍 Al Jurf, Ajman

PROFILE SUMMARY

- Management professional with 8 years of work experience, a strong personality, and excellent analytical skills.
- Bring a unique blend of branch operations, front office, cash management, reporting, and staff administration.
- I am seeking a challenging position within the fields of branch operations, sales, marketing, and customer services.
- My desire is to succeed, constant challenges and goals that I've set for myself.

EXPERIENCE HIGHLIGHTS

WALL STREET EXCHANGE

Position: Customer Services Specialist / Assistant Supervisor

Aug 2022 – Till Date (Al Nahda 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.
- Processing High value transactions both with cash and cheque.
- 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.
- Dealing with the corporate customers & get the maximum profit out from the foreign currency exchange.
- Generating new corporate client leads and provides to corporate sales team to make new customers.
- Processing all corporate transactions and verifying supporting documents, invoices, and requesting forms before processing.
- Preparation and handling of monthly sales, purchases, receivable, payable and report to the management.
- Develop an action plan to achieve the branch target and help achieve the company's goals.
- Checking all High value and suspicious transactions with sufficient supporting documents and source of income etc.
- Processing transaction with proper guidelines of local and International AML policies.
- Preparation of day-to-day reports for the entire activities of the branch & finalize the day end process & report to the management.

COMPETENCIES

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

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

UAE EXCHANGE CENTER LLC

Position: Supervisor / Assistant Branch Manager

April 2015 – Jun 2022 (Al Khan 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.
- 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.
- Carry out the affairs of the branch in the absence of the BH within the powers duly delegated by the BH.
- Track make key recommendations on branch performance using Branch Profitability analysis for retail branches across region on various metrics include Financials, Acquisitions.
- Partnership, execute and track key re-engineering initiatives in distribution strategy across markets.
- Checking all High value and suspicious transactions with sufficient supporting documents and source of income etc.
- Ensure customer is registered with sufficient documents and verify the customer registration.
- Supervising and monitoring the cashier for funding the cash to Cash Processing Centre.
- Reporting to Compliance department, in case of any suspicious transaction.

CARREFOUR HYPERMARKET

Position: Supervisor Marketing

October 2011 – March 2015 (Ajman Branch, 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.

PROFESSIONAL TRAINING

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

QUALIFICATIONS

❖ Bachelor of Art

(September 2005 to July 2009)

Ain shams university – Egypt.

LANGUAGES

- ✓ Arabic 
- ✓ English 
- ✓ Tagalog 
- ✓ Urdu 

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