



Hassan Samy Labib

Deira, Dubai _ UAE

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Personal Details

- Date of Birth : 23/6/1996
- Marital Status : Married
- Driving Licence : Emirates driving license
- Visa Status : Employment
- Passport number : A27698485

About Me

BRANCH SUPERVISOR Dedicated to personal growth and development. I am a good listener and very coachable. I am focused and dedicated to serving others accomplish their goals and meet their needs. I am friendly with a passion for my work, and I'm currently looking for progress in my career in a more challenging role. I have a good communication skills which have enabled to build strong relationship with customer and colleagues. If another opportunities came by. If they give me a chance, I'm willing to try another field of work as long as company and opportunity is good and will give a proper training to learn and time to adapt and grow.

Education

- Bachelor's degree of commerce _ Mansoura university
- Graduation year: 2019

Languages

- Arabic: Mother tongue
- English: Excellent (Written and spoken)

Work Experience

- **(July 2021 till present): BRANCH SUPERVISOR in Redha Al Ansari Exchange**
- Handling Day to operations in Branch.
- Training staff effective sales and customer service techniques.
- Creating and communicating sales targets at regular intervals.
- Remittance transaction handling, process domestic and international financial transaction in accurate and quick manner
- Manage and handle cash/ cheque transaction at the counter and ensure the delivery of quality service to customers
- Detecting, investigating, and remedying discrepancies in sales if required.
- Setting and implementing performance standards
- Ensuring that employees observe company protocols.
- Responsible to generate more profit from retail Forex sales and purchase.
- In charge and monitors of Selling and Forex rate for different currencies.
- Completes audit work papers by documenting audit tests and findings.
- Communicates audit findings by preparing a final report; discussing findings with auditors.
- Evaluating the outcome of staff trainings
- Maintaining an up-to-date and accurate record of trainee progress and achievements Ensuring that the organization's resources are efficiently utilized
- Communicating the correct information and handling any questions from trainees
- Laying good examples by demonstrating the skills that are being taught
- Reporting and suspicious customer transaction
- **SINGLE WINDOW CASHIER in Redha Al Ansari Exchanging**
- Ensuring that the organization's resources are efficiently utilized
- Communicating the correct information and handling any questions from trainees
- Laying good examples by demonstrating the skills that are being taught
- Support and mentor new employees

- Update staff on Anti-Money Laundering/CFT and know your customer policy.
- Reporting and suspicious customer transaction Microsoft Office and Windows-based computer applications.
- Single window cashier and forex exchanger
- Answer Internal/External inquiries or a diverse range of customers regarding status of the remittance and attend problems or complaints from customer over telephone or by written correspondence.
- Authorizing of all the transaction related to Telegraphic, SWIFT and Western union transfers (Both send and receive) in the branch. i.e. (All international bank transfers to different countries)
- Reconcile and tally the total Western Union Transactions.
- Handling WPS (WAGE PROTECTION SYSTEM) in accordance with Central bank of UAE guide lines set for exchange house. That includes timely payment of salary for more than 50 companies at branch level.
- Responsible for adding new company to WPS.
- Monitor office activity, including number of transactions, sales volume etc.
- Receive and process bank transfer and credit card payments to the relevant departments from personal and business account members.
- Responsible for KYC and Anti Money laundering set up UAE Central Bank.
- Responsible for the profit and loss of the branch.
- Responsible for the audit query by the auditors at branch level.
- **(December 2020): Bank teller at the Bank of Alexandria for 6 months**
- **(Jan 2017): Training at the Bank of Alexandria during college**

Courses

- Fundamentals of digital marketing from Google digital courses garage 2020
- International computer driving license (ICDL)
- Accounting principles (International business management. Berlin Germany)
- Human resources (International business management. Berlin Germany)

Seminars And Workshops

- AML and CFT training.
- Customer services training

Skills

- Strong customer service orientation
- Time management
- Multi tasking
- Ability to maintain positive working relationship
- Employee relation
- Ability to work under pressure
- Team work or individually
- Negotiation skills and handling objections
- Cash management, foreign currencies and remittance
- Critical thinking
- Leadership and management skills
- Interpersonal skills
- Strong mathematical skills
- Accounting and HR fundamentals
- Staff and customer management
- Task delegation service quality and sales
- Operational exchange

Computer Skills

- Good user to Microsoft office programs (Word, Excel and PowerPoint)
- Good knowledge in relevant computer applications