



SAMEH ABD EL KAWY



Contact



Ajman, UAE.



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Skills

Communication



Problem Solving



Leadership



Presentation skills



Courses

The Basic Business Skills acquisition Program.

- The program worked on presentation skills, team work, English business linguistics skills and MS office.

American university in Cairo

- Attended English Course level (9)

Egypt Air

- Attended basic passenger fares and ticketing course.



Objective

Seeking a responsible position in a company where my experience, accomplishments, proficiency will allow me the opportunity for growth.



Education



Bachelor of history, Faculty of Arts, Ain Shams University.

2002



Work Experience



UAE Exchange center LLC

2016-present

Retail sales and customer service

- Responsibilities involve the overall counter activities in the money Exchange.
- Plans, co-ordinates and implements customer service strategies aimed at enhancing the image of the company and overall financial performance.
- Monitor work flows and implements changes to maximize productivity.



UAE Exchange center LLC

2008-2014

Cashier

- Responsibilities involve handling financial transaction of customers.
- Responsible for cash handling and supervise exchange market for variation in the value of all currencies.



El Ma'aref Langauge school

2004-2005

Social Studies Teacher

Surgi Tech Medical supplies

2005-2006

Worked in secretary office.



Training

- Customer Service by Customer Care Dept.
- Cashier and Single window Program.
- AML (Anti Money Laundering) by Chief Compliance officer.
- Funding Training Programmed by UAE Exchange LLC Centre.
- Attended cashier training in March 2011.



Certificates

- Employee of the month in Fujairah main branch - Feb 2013.
- Employee of the month in Fujairah main branch - Dec 2013
- Best performance in national bonds issue for Q1 in 2012.
- Best performance in customer service in Q1 in 2012.
- Best performance in xpress money in 2011.
- Best performance in remittance in Arab corridor - Feb 2013.
- Best performance in remittance in Arab corridor - Mar 2013.
- Best AED cashier in Feb 2013.