

Karim Mustafa Elmansy



Summary

- **Profile:** Male.
- **Nationality:** Egypt.
- **Current Location:** UAE.
- **Current Position:** Branch Manager.
- **Mobile Phone:** +971561334221.
- **Email Address:** karim.mustafa.87@hotmail.com

Work Experience

Feb2021 – Present

LuLu International Exchange
Branch Manager

Abu Dhabi, Arab Emirates

Job Responsibilities:

- Ensure that branch targets are cascaded daily to the staffs and discuss how to achieve them.
- Verify opening and closing cash balances are in order.
- Prepare daily reports on branch activities.
- Ensure that all documentation are in line with internal & external compliance regulations.
- Prepare and deploy staff rotation plans as business needed.
- Increase customer base through appropriate marketing initiatives.
- Ensure speedy resolution of all customer complaints in an appropriate manner.
- Review the customers' feedback and identify ways of improving their satisfaction.
- Monitor transaction numbers to ensure that target achievement is on track.

April2015 – Feb2020

Mawarid Exchange a Subsidiary of "Mawarid Finance"
Branch Supervisor

Dubai, Arab Emirates

Job Responsibilities:

- Responsible for the overall branch business and operational activities.
- Maintain a cordial relationship with the company customers as they are the first point of contact in case of any disputes or misconception regarding company services.
- Address and handle complaints and grievances of new and existing customers regarding company services.
- Focal point to assist the company clients, ensuring that they receive the maximum services the company can offer and are satisfied with services of company now and in the future.
- Ensure branch achieves satisfactory AML Compliance and Internal Audit Rating.
- Maintain KYC & EDD without fail.
- Balance the cash at the end of the day and prepare the necessary reports.
- Monitor latest government rules and regulations to keep all policies in order.
- Ensure the staffs are well trained to provide quality customer service through sound product.

May 2014 – April 2015 **Mawarid Securities a Subsidiary of “ Mawarid Finance ”** **Dubai, Arab Emirates**
Account Manager

Job Responsibilities:

- Deal directly with customers either by telephone, electronically or face to face.
- Work on introducing and opening accounts for new clients.
- Organize workflow to meet customer timeframes.
- Direct requests and unresolved issues to the designated resource.
- Manage client’s accounts and update them with their final positions.
- Keep records of customer interactions and transactions.
- Record details of inquiries, comments, complaints and actions taken.

Other Responsibilities:

- Act as backup to other department positions, assist department by helping in reconciliation and posting of general cash receipts when the supervisor is unavailable.
- Manage tasks related to risk management during the absence of the manager.

Nov 2011 - April 2014 **AL Ansari Exchange** **Dubai, Arab Emirates**
Branch Manager Assistant

Job Responsibilities:

- Maintain a highly motivated & well-trained staff along with.
- Maintain effective employee relations.
- Manage all (TT / DD / Western Union) transactions & how to follow up or else.
- Buy / sell currencies from walk in customers on a regular basis & from other exchange houses or financial institutions whenever the situation demands.
- Handle customers' complaints and find suitable solutions and follow up such complaints with customer care cell.
- Monitor rate on the website or available online tool and forecast currency rate to avoid possible losses and ensure maximum profit.

Career objective

To obtain a challenging position that allows me to utilize my current skills to assist in advancing a business that offers a stable employment opportunity. I am also eager to learn new skills and business and technological advancements.

Education

<u>2014 – 2016</u>	Lahaye University Accounting, Doctorate.	Lahaye, Netherlands
<u>Nov 2009 - Nov 2012</u>	Lahaye University Accounting, Masters.	Lahaye, Netherlands
<u>Sep 2004 - Oct 2009</u>	Mansoura University Accounting & Finance, Bachelor.	Mansoura, Egypt

Certificates & Courses

<u>2024</u>	CFA Institute Chartered Financial Analyst (CFA) Part 1 – In Progress	
<u>2024</u>	LuLu International Exchange Anti-Fraud Training	Dubai, Arab Emirates
<u>2024</u>	LuLu International Exchange Cyber Security and Information Security Awareness	Dubai, Arab Emirates
<u>2024</u>	LuLu International Exchange Risk Management & Employee Role in Managing Risk	Dubai, Arab Emirates
<u>2023</u>	LuLu International Exchange AML & CFT – Targeted Financial Sanction (TFS) UAE	Dubai, Arab Emirates
<u>2023</u>	LuLu International Exchange Money Laundering Typologies Awareness	Dubai, Arab Emirates
<u>2022</u>	LuLu International Exchange Monitoring Branch Security	Dubai, Arab Emirates
<u>2021</u>	LuLu International Exchange Targeted Financial Sanctions (TFS) UAE	Dubai, Arab Emirates
<u>2018</u>	Foreign Exchange & Remittance Group (FERG) Basic & Advanced Training on AML & CTF	Dubai, Arab Emirates
<u>2012</u>	Alansari Exchange Training course of AML rules	Dubai, Arab Emirates
<u>2008</u>	Mansoura University, The Center For “Banking & Finance” Training Course Titled (The Basics of Capital Market)	Egypt
<u>2007</u>	Mansoura University International Computer Driving License (ICDL)	Egypt
<u>2005 - 2006</u>	American University in Cairo (A.U.C) 5 Levels of General English Language Courses (ENGI303 – ENGA402)	Egypt

Language Skills

- Arabic: Native.
- English: Professional in both conversational & writing.

Computer Skills

- Platforms: Windows, Android and IOS.
- Applications: Microsoft Office Suite (Spreadsheets, Word, Outlook, Access, PowerPoint).

Professional Skills

- Analytical, detail-oriented and problem solving.
- Key sales and marketing skills.
- Effective communicator – oral and written.
- Teamwork, interpersonal skills and able to operate under pressure.
- Effective leadership and management.
- Able to build relationships.
- Organizational skills and customer service orientation.