

# MOHAMED SALAH

Dubai  
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## PROFESSIONAL SUMMARY

Dynamic and results-driven banking professional with over 8 years of experience in customer service, sales, and financial transactions. Proven ability to build strong customer relationships, drive sales, and ensure a high level of satisfaction in fast-paced environments..

## WORK HISTORY

**TELLER** | 2022 - 2024

**Redha Al-Ansari Exchange - Dubai**

- Assisting customers with basic transactions, such as making deposits and withdrawal cash, checks, and other forms of payment from customers and keeping deposit slips, checks, and cash in order.
- Verifying customers' identities and ensuring the paperwork is properly completed and they have sufficient funds in their accounts to cover their transactions.
- Answering customers' questions about their accounts and the bank's services and products

**SALES EXECUTIVE** | 2021 - 2022

**Al Saif Trading - Dubai**

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Reponding promptly to customer inquiries. Communicating with customers through various channels
- Keeping records of customer interactions, transactions, comments, and complaints

**SALESPERSON** | 03/2019 - 01/2021

**Trade Line Store - Egypt**

- sale the company products or services to customers
- Develop and execute sales strategies to achieve targets and drive revenue growth responsibilities closing deals and processing payments

**CUSTOMER SERVICE REPRESENTATIVE** | 2/2016 - 01/2019

**Vodafone - Cairo**

- Respond promptly to customer inquiries via phone, email, or chat
- Assist customers with account inquiries, billing issues, and service-related concerns.

## SKILLS

- Negotiation skills
- Active Listening
- Effective Communication
- Problem-Solving Attitude
- Negotiation Strategies
- Follow-Up
- Self-Reflection and Improvement
- Customer Service
- Sales trend analysis
- Market trends understanding
- Online sales

## EDUCATION

Mansoura University - Al Mansoura | Bachelor of Arts

## LANGUAGES

**Arabic**

Native

**English**

Advanced

## ADDITIONAL SKILLS

Ms office  
Basic Accounting  
Photoshop