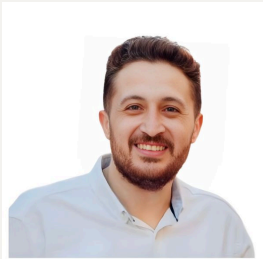


# Ehab Refaat Zaki Abskhairon

Bank Teller



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- +971509652393
- Hor Alanz , Dubai
- 23/12/1991

## PROFILE

Organized Bank Teller proficient in time management. Provides professional and courteous customer service with high levels of integrity and accuracy. Experienced in cash handling, balancing drawers, loan processing and inventory management.

Experienced banking professional with superior attention to detail and highly ethical nature. Dedicated to maintaining optimal security and customer satisfaction while meeting ambitious sales targets. Well-versed in industry regulations and asset protection strategies.

## LANGUAGES

- Arabic
- English

## EDUCATION

Faculty of Commerce English Section  
/ Accounting and Finance  
Assiut University  
09/2009 – 09/2014

## PROFESSIONAL EXPERIENCE

### Banque Misr Teller

- 05/2019 – 09/2024 | Assiut, Egypt
- Expertise in currency exchange, withdrawal, and management of various global currencies.
  - Processed customer transactions promptly, minimizing wait times.
  - Balanced cash drawers accurately at the end of each shift, minimizing discrepancies in financial records.
  - Educated customers on banking products, enabling them to make informed decisions about their finances.
  - Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
  - Managed high-volume transactions during peak hours while maintaining attention to detail, ensuring seamless customer experience.

### Misr Pharammacies Sales Representative

- 01/2018 – 04/2019 | Assiut, Egypt
- .Utilized sales techniques and strategies to build customer relationships and close sales .Handle customer problems with effective ways .

### Mobile shop Sales officer

- 01/2017 – 12/2017 | Assiut, Egypt
- Enhanced customer satisfaction with timely follow-ups and personalized service.
  - Responded to customer needs by answering questions and providing detailed information about [Product or Service].
  - Cultivated strong relationships, establishing trust and loyalty among clients

### Vodafone Egypt customer service representative

- 04/2016 – 12/2016 | Cairo, Egypt
- Handled customer complaints calmly and professionally , resolving customer issues in a timely manner .
  - Learned and followed all store policies and procedures , resulting in a fewer mistakes and improved customer service .

## SKILLS

- Customer service
- Communication skills
- Critical thinking and problem solving
- Ability to work in a team
- Fast learner
- Microsoft Office
- Account reconciliation processes
- Cash Flow Analysis