



SAMIR MOHAMED ALI

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Objectives:

To obtain a position where my knowledge and experience can be utilized in an environment of potential growth and development, hopefully to introduce and establish myself confidently to a higher level of professional achievements.

Education:

- Faculty of Arts, English Literature - Mansoura University (Year Graduated – 2012)

Highlights:

- Well versed in using Microsoft Office Applications
- Well versed in using (RTS/SOP)
- Certified **AML (Anti Money Laundry)** **March 2024**

Work Experiences:

Company: **Travelx Money Exchange - Abu Dhabi Airport, UAE**
Position: **Bank Teller**
Date started: **Dec 2022** **up to present.**

Responsibilities:

- Ensuring transactions are completed in an efficient manner with a high level of accuracy.
- Open / close branches as required and ensuring all tasks and checks are completed.
- Proficient in exchanging 63 different currencies.
- Follow compliance procedures, company policies and abides by all health and safety guidelines as per company standards.
- Performs administrative tasks such as filing, generating reports and maintaining mail correspondence.
- Provides support and information to customers, over the counter and by phone.
- Maintains a cash float and follows balancing and reconciling procedures; prepares daily 'End of Day' sheet at the close of each business day.
- Make sure enough cash is maintained in the branch to make purchase & sell of foreign currency.
- Complying AML & AFEX policy & procedures.
- Reconcile all end day transactions prior to leaving the branch to ensure that all cash receipts & delivery are in order with business transactions.
- Maintained friendly and professional customer interactions.
- Train new employees regarding money exchange procedures and cash drawer handling.

Company: **Huawei Abu Dhabi, UAE**
Position: **IT Administrator**
Date started: **Dec 2020** **Date finished: Nov 2022**

Responsibilities:

- Provided excellent customer service in consumer electronics and products and exceeded company standards in technical proficiency and timely delivery of services.
- Responsible for answering queries, providing technical advice and introducing new Huawei IT products.
- Investigates latest items and makes recommendations for purchasing products.
- Checks inventory to ensure orders are in stock.
- Provide technical support after merchandise is purchased.
- Demonstrate product features before a sale.
- Help customers maximize the use of software features.
- Answering any technical questions, the client might have.
- Upgrading, installing, and configuring new hardware and software to meet company objectives.
- Creating user accounts and performing access control.
- Documenting processes, as well as backing up and archiving data.

Company: **Sharaf DG L.L.C Abu Dhabi, UAE**
Position: **Customer Service Representative**
Date started: **April 2015** Date finished: **May 2020**

Responsibilities:

- Assist customers who walk-in at the store, recommend, select, and help locate the right merchandise that needed.
- Describe a product's features and benefits, answer customer queries regarding the store and the merchandise.
- Helping customers to transfer data from one phone to another phone. Since we were trained with some IT works.
- Preparing stocks as requested by another branch to be delivered on time.
- Keep record of sales, prepare inventory of stock, or order merchandise.
- Assist the sales team to produce and achieve daily individual and store targets.
- Cross sell products Handle returns of merchandise.
- Team up with co-workers to ensure proper customer service.
- Follow and achieve department's sales goals on a monthly, quarterly, and yearly basis.
- Make all the reports: Revenue, Daily sales, and Collection Details and make sure all are tallying and send to
- Make sure that the cash is counted accurately and deposited to main store cashiers at the end of each shift.
- Build productive trust relationships with customers.

Company: **Etisalat (Sharaf Electronics) Abu Dhabi, UAE**
Position: **Branch Consultant**

Responsibilities:

- Set goals for performance and deadlines in ways that comply with company's plans and vision and communicate them to subordinates.
- Organize workflow and ensure that employees understand their duties or delegated tasks.
- Monitor employee productivity and provide constructive feedback and coaching.
- Receive complaints and resolve problems.
- Maintain timekeeping and personnel records.
- Pass on information from upper management to employees and vice versa.
- Providing real-time feedback on worker performance.
- Creating and managing staff schedules and rosters efficiently.
- Coordinating rotation and cross-training.
- Prepare and submit performance reports.

Company: **Smart Ideas Sharjah, UAE**
Position: **Call Centre Representative**
Date started: **April 2014** Date finished: **May 2015**

Responsibilities:

- Answer incoming phone calls and take appropriate action for each call.
- Responsible for calling the customers, try to convince them to participate in big conferences, reach the daily target.
- Answer incoming phone calls and take appropriate action for each call.
- Maintain customer satisfaction ratings based on explicit criteria set forth by the company.
- Input data into the company computer platform to keep each customer record updated.
- Contact business and companies by telephone to solicit sales for consultancy and training services by searching clients from online Directories.
- Management and resolve customer complaints.
- Research required information using available resources.
- Route calls to appropriate resources.
- Document all call information according to standard operating procedures.
- Identify and escalate issues to supervisors.
- Handle issues and solve it by sending maintenance.
- Process orders, forms, and application.

Company: **Mobinil, Egypt.**
Position: **Customer Service/Sales Executive**
Date started: **January 2012** Date finished: **March 2013**

Responsibilities:

- Welcome customers and solve their inquiries.
- Sell products and value-added services to customers.
- Support customer center team to achieve KPI's.
- Handle customer complaints and provide solutions.
- Handle customer complaints and provide solutions.

Additional qualification:

AUC (The American University) Cairo, Egypt
LEVEL 7 B1 in Conversation 2011-2012

Samir Mohamed Ali