

## **ELSAYED ALSALHEY**

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### **Objective**

To obtain a suitable position in your esteemed organization, where in I can utilize my experience to carry out my duties efficiently and improve my abilities and to develop a successful career.

### **Education & Courses**

#### Educations:

Faculty of Commercial 2005

ACCOUNTING DEPARTMENT GRADE: GOOD

#### Courses:

- Finished ICDL Modules with Overall Grade: Excellent.
- CARREFOUR customer service training.
- Anti-Money Laundering Training.
- Carrefour loyalty training.
- FC training

### **Work Experience**

**Name of Company:** **UAE EXCHANGE LLC**

**Position:** **SENIOR TELLER**

**Duration:** **NOV-2014 - Present**

**Place:** **Dubai,UAE**



#### Job Description:

- Handle cash with all currency with perfect performance.
- Doing remittances and payments with perfect performance and very faster.
- Doing transactions to all of the world.
- Receive and sell all foreign currency.
- Receive calls from management and from customers to solve any problems facing them.
- Print all reports in the system and send and receive emails.
- Marketing and sell all allied products (gold card –silver card-swift card-go cash)

**Name of Company:** **MAF HYPERMARKETS ALFUTTAIM UAE**

**Position:** **CUSTOMER SERVICE SUPERVISOR AND  
CCO SUPERVISOR.**

**Duration:** **FEB-2012 to OCT-2014.**

**Place:** **Sharjah,UAE**



**Job Description:**

- Handle all customer requests and their complaints.
- Register my club card for customers.
- Responsible to make refund items for customers.
- Contact customers to tell them to solve their problems and the extent of satisfaction.
- Respond to customer inquiries by telephone.
- Send daily reports inquiries and customer complaints to the Director.
- Delivering first class customer service.
- training staff to achieve the highest level of customer satisfaction
- Taking the opinion of the customers about the quality of service provided and the prices.
- know the problems faced by customers constantly and how to solve them.
- Send an email to others departments if the problem needs it.
- Handles the cases that need further investigation,
- Send and receive emails from management.
- Prepare Staff Weekly schedules.
- Send deposits to the bank and send request for change supply
- Give assistance in market inventory (counting & scanning)
- Make safe control and receive cash from cashiers and solve any problem facing cashiers.
- Market Duty manger in night shift.

**Name of Company:** **MABRA HOSPITAL, CAIRO, EGYPT**

**Position:** **CUSTOMER SERVICE AGENT.**

**Duration:** **MAR-2011 to APR-2012.**

**Place:** **Cairo, EGYPT.**



**Job Description:**

- Handles Customer inquiries and their Complaints.

- Handles (MNP) Customers and their Requests.
- Resolve the Numbering Plan Application (NPC) Cases.

**Name of Company:** **ALGOURAB OFFICE FOR ACCOUNTING AND MANAGEMENT**

**Position:** **FORMER ACCOUNTANT.**

**Duration:** **AUG-2007 to Dec-2010.**

**Place:** **ALEXANDRIA, EGYPT**

### Job Description:

- Handles all the customer requests that need to be managed in a different way/time.
- Handles the cases that need further investigation.
- Follow up with other correlated departments.
- Resolve the customer demands.
- Follow and feedback steps of the TT.

### Languages

- Arabic - Fluent
- English - Fluent

### Core Competencies

- Sales & Marketing
- Administration
- Coordinator Event
- Customer Services
- Inventory Management
- Merchandising strategies

### Personal Information

- Place of birth : EGYPT
- Nationality : Egyptian.
- Date of Birth : 29/09/1984.
- Marital Status : Single.
- Religion : Muslim.