

Ahmed Mamdouh

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PROFESSIONAL SUMMARY

Results-driven Teller and Customer Service Professional with more than 8 years of experience in UAE exchange houses, cash handling, remittances, and customer support. Skilled in financial transactions, AML/KYC compliance, cash reconciliation, payment processing, CRM systems, and maintaining high customer satisfaction. Experienced in handling high-volume transactions accurately in fast-paced environments while ensuring operational efficiency and compliance standards.

PROFESSIONAL EXPERIENCE

Customer Service Representative – Eco Drive Driving Institute (Nov 2025 – Mar 2026)

- Managed customer inquiries and bookings for driving courses and RTA tests.
- Processed payments and maintained accurate financial records.
- Resolved customer complaints professionally and efficiently.
- Maintained CRM records with high accuracy.

Skills: Customer Relationship Management, Booking Coordination, Complaint Resolution, Data Entry, Payment Processing, Communication Skills.

Customer Service Representative – Almouwafak Government Center (Jul 2023 – Oct 2025)

- Handled high-volume customer transactions and documentation.
- Ensured compliance procedures and confidentiality of records.
- Improved workflow efficiency and customer waiting time.
- Provided professional customer service support.

Skills: Document Verification, Government Service Support, Confidential Record Handling, Queue Management, Customer Support, Administrative Coordination.

Cashier & Customer Service Officer – Al Fardan Exchange (May 2020 – Jul 2023)

- Processed foreign exchange and remittance transactions accurately.
- Managed cash balancing and reconciliation with zero discrepancies.
- Achieved monthly sales targets consistently.
- Ensured AML/KYC compliance and operational accuracy.

Skills: Cash Handling, AML/KYC Compliance, Remittance Processing, Foreign Exchange Operations, Sales Support, Financial Reconciliation.

Foreign Currency Teller – UAE Exchange (Feb 2018 – Mar 2020)

- Executed multi-currency exchange transactions.
- Processed international remittances efficiently.
- Prepared daily cash reports and reconciliations.
- Maintained operational compliance and service quality.

Skills: Currency Exchange, Teller Operations, Cash Reporting, Transaction Accuracy, Compliance Procedures, Customer Transactions.

Retail Sales Representative – Vodafone Egypt (Apr 2013 – Jan 2018)

- Handled customer accounts and sales operations.
- Achieved and exceeded sales targets.
- Built strong customer relationships and retention.

Skills: Retail Sales, Upselling Techniques, Account Management, Client Retention, Sales Negotiation, Team Collaboration.

EDUCATION

Bachelor of Arts – Sociology

CORE SKILLS

Cash Handling | Bank Teller Operations | School Fee Collection | Foreign Exchange | Remittances | AML/KYC Compliance | Cash Reconciliation | Customer Service | CRM Systems | Microsoft Office | Financial Transactions | Data Entry | Communication Skills | Attention to Detail | Problem Solving | Teamwork

LANGUAGES

Arabic (Native) | English (Advanced)