

KLOUG SAMIR

Accountant | Sales Representative

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Sharjah



SUMMARY

Treasury Accountant "Leveraging my experience in financial analysis, budgeting and reporting in a dynamic accounting role where I can contribute to the accurate management of financial records, ensure compliance with regulatory standards, and support the organization in achieving its financial goals through meticulous attention to detail and a commitment to continuous improvement."

EXPERIENCE

Treasury Accountant

Virgin Mary Hospital

01/2021 - 07/2024 Alexandria, Egypt

- Boosted hospital retail sales by 15%, resulting in additional \$50,000 in revenue annually
- Reduced transaction errors by 30%, improving patient checkout experience and reducing complaints
- Handled 1,200 patient transactions monthly, ensuring efficient payment processing and reconciliation
- Ensured seamless cashier operations by reducing wait times by 40% by optimizing billing processes

Sales Agent

Misr Life Insurance Company

2022 - 2024 Alexandria, Egypt

- Achieved 40% product revenue growth in three months by planning and launching four new key features.
- Improved state test pass rates from 78% to 87% in two years.

Cashier - in the

Virgin Mary Hospital

2018 - 2021 Alexandria

- Processed \$1.5 million in transactions annually across various departments.
- Contributed to reducing average wait time by 30% by implementing quick payment initiatives.
- Handled transactions for 800 patients per month, processing a total of \$200,000 in payments monthly.
- Facilitated a 25% increase in efficiency by streamlining payment processes for over 1,000 monthly transactions.
- Reduced cash shortages by 15% through enhanced cash handling procedures.

Customer Servicer

Dental Clinics

2017 - 2018 Alexandria, Egypt

- Enhanced patient satisfaction scores by 25% through the implementation of tailored care strategies and active engagement with patients; developed feedback mechanisms to continuously improve service quality and response effectiveness.

EDUCATION

Bachelor of Commerce

Faculty of Commerce

2012 - 2020 Alexandria, Egypt

TRAINING / COURSES

Course Title

Accounting Office

LANGUAGES

Arabic

Native



English

Advanced



SKILLS

Negotiation

Software and microsoft office suite

Budgeting

Customer Service

Effective communication skills

Inventory Management

STRENGTHS



Financial Analysis

Developed financial reports leading to a 20% reduction in operating costs.



Process Improvement

Identified inefficiencies in accounting processes and implemented solutions leading to a 30% increase in efficiency.



Conflict Resolution

Successfully defused over 100 escalated customer complaints, maintaining client relationships