



MAHMOUD AHMED ABDELKADER HAFEZ

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SUMMARY

Dynamic and detail-oriented professional with 6 years of experience as a Cashier and Treasury Officer, excelling in cash handling, customer service, and financial reporting. Proven ability to maintain clean, organized workspaces while assisting customers in locating products and ensuring a seamless shopping experience. Skilled in auditing, financial statement analysis, and managing month-end and year-end closings. Highly organized, dependable, and capable of managing multiple tasks with a positive attitude. Known for a meticulous and methodical approach to problem-solving and a strong willingness to take on additional responsibilities to support team objectives and drive organizational success.

WORK EXPERIENCE

RATP DEV MOBILITY CAIRO :- Revenue Officer

ABR 2022- Current

- transactions (cash, credit, and checks) with 100% accuracy, ensuring seamless checkout experiences for over [1200] customers daily.
- Designed and implemented engaging visual merchandise displays weekly, driving a [92.5 %] increase in foot traffic and sales.
- Provided exceptional customer service, resolving inquiries efficiently and increasing customer satisfaction scores by [95%].

IKEA , MALL OF ARABIA :- Cashier

FEB 2020 - ABR 2022

- Greeted and engaged customers to understand their needs, resulting in a [88%].
- Processed high-volume transactions (cash, check, and credit) with 90% accuracy rate, reducing wait times and improving checkout efficiency.
- optimize store operations and ensure seamless customer service during peak hours.
- Identified opportunities to upsell and cross-sell products, contributing to a [75%] increase in daily sales revenue.

Pharaohs Restaurant Nile Pharaohs Cruises :- junior Treasury officer

DEC 2018 - JAN 2020

- Implemented and optimized internal controls and monitoring systems, safeguarding company assets and reducing financial discrepancies
- Partnered with C-level executives and key stakeholders to design and execute strategic financial plans, aligning financial objectives with long-term business growth.
- Led cross-functional teams to implement risk management strategies, reducing exposure to financial and operational risks.

Pharaohs Restaurant Nile Pharaohs Cruises :- Cashier

JAN 2018 - DEC 2018

- Efficiently restocked and organized merchandise in high-traffic areas, ensuring product availability and optimizing visual appeal to boost impulse purchases.
- Provided immediate and effective support to customers and team members by addressing inquiries, resolving issues, and managing spills, maintaining a safe and welcoming environmen.
- Demonstrated flexibility and reliability by working variable schedules and covering additional shifts during peak periods, contributing to seamless store Operations.

- Collaborated effectively with cross-functional teams (sales, operations, and customer service) to develop customer-centric solutions, enhancing the overall shopping experience and boosting customer satisfaction scores.
 - Led initiatives to improve in-store security awareness, reducing shrinkage and enhancing the safety and security of both customers and Employees.
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EDUCATION

Higher Institute for Advanced Studies in Al-Haram

2015 - 2019

- Bachelor of Commerce
- Accounting

Ahmed Lotfy elsayed secondary school

2012 - 2015

- Literary department
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SKILLS

- Cross-selling abilities
 - Customer Relationship Management (CRM)
 - Drawer balancing
 - Customer Focus
 - Credits and Refunds
 - Cash Management
 - Customer service
- Cash Handling
 - Relationship Building
 - Ticket Sales
 - Payment Processing
 - Policies and Procedures
 - Customer Assistance
 - Customer Satisfaction

LANGUAGES

- Arabic :- Native language
 - English :- B2
 - Portuguese :- A2
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PERSONAL INFORMATION

- Marital Status : Single
 - Date of birth : JAN / 07 / 1998
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CERTIFICATES

- Certified [Trainee Accountant]
 - [El-Sherbiny Office for Financial and Tax Consultations)] - [From 2021 To 2022]

 - Certified [Data analysis] by Excel and Power Bi
 - CLS Learning solutions [From Jan/27/2024 to Feb/28/2024]
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