

Mohamed Salah

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Objective

Detail-oriented accountant with over 4 years of experience, including 2 years in the UAE, specializing in cash handling, remittance transactions, and customer service. Proven ability to manage daily transactions, maintain compliance with AML policies, and resolve customer issues effectively. Seeking a position where I can apply my financial skills and customer service expertise to contribute to seamless transaction operations.

Professional Experience

General Accountant

STONXFX Commercial Brokers LLC, Dubai, UAE

Dec 2022 – Jun 2024

- Processed daily financial transactions, including cash receipts, disbursements, and customer payments, ensuring timely and accurate record-keeping.
- Maintained strict adherence to Anti-Money Laundering (AML) policies, handling remittances and ensuring compliance with all UAE regulations.
- Collected, filed, and organized supporting documents for all transactions, ensuring compliance with the company's uniform filing system and AML guidelines.
- Assisted with the daily balancing of cash registers and the preparation of financial reports for management review.
- Provided exceptional customer service by addressing complaints, resolving issues independently, and offering solutions to customers' concerns.
- Worked closely with internal departments to escalate technical support requests and communicate necessary information between branches.
- Promoted and cross-sold financial products and services to customers, contributing to business growth.

Retail Accountant

ALSAFY GROUP, Cairo, Egypt

June 2022 – Dec 2022

- Managed daily remittance transactions, including receiving and disbursing cash to customers, while adhering to AML compliance procedures.
- Ensured all financial transactions were accurately documented and recorded, performing daily reconciliations and end-of-day closing.
- Provided fast and professional customer service, resolving customer complaints and maintaining a positive relationship with clients.
- Assisted with the organization and filing of all transaction documentation in accordance with company guidelines.
- Participated in promoting and cross-selling products to customers, actively identifying potential business opportunities.
- Ensured cleanliness and organization of the workplace, maintaining a professional environment.

Senior Sales Associate

2B Egypt, Cairo, Egypt

Sep 2019 – Oct 2020

- Handled cash transactions and payments from customers, balancing cash registers and reporting discrepancies.
- Assisted with customer inquiries, resolving issues and providing relevant product information to enhance customer satisfaction.
- Promoted and cross-sold store products and services, contributing to store sales goals.
- Communicated technical support requests and ensured smooth store operations.

Key Skills

- Remittance Transactions & Cash Handling
- Customer Service & Complaint Resolution
- AML Compliance & Document Filing
- Financial Reporting & Daily Reconciliations
- Cross-Selling & Promoting Products
- Problem-Solving & Communication
- Collaboration with Internal Teams
- Multi-tasking & Adherence to Company Policies

Education

Bachelor's Degree in Commerce

Cairo University, Cairo, Egypt

Graduated: 2016

Languages

- Arabic: Native
- English: Fluent

Availability

Willing to work flexible shifts and relocate across the UAE as required.