

Walid Mohamed Ali Mostafa

BRANCH MANAGER



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Al Nayeli 16 Industrial 1,
Sharjah, United Arab Emirates



ABOUT ME

Committed Branch Manager with exceptional leadership, organizational skills and communication abilities leads high-performing cross-functional team. Leads project, company operations and business growth.

WORK EXPERIENCE

Branch Manager

REDHA AL ANSARI EXCHANGE / Sharjah / May 2014 - Present

- Meet and Greet customers at Counter / Lobby area, and thank them for their business
- Provide service to Retail and Commercial customers as per established ARIE standards
- Communicate regulations and norms regarding transactions in a professional manner
- Provide advice and guidance about ARIE Products & Services to customers as and when necessary
- Achieve minimum 'Wait' time and 'Serve' time and aim for reducing the TAT on a continuous basis
- Lead customers to relevant department/persons for Query Resolutions, Special Deals and other such activities
- Lead customers to relevant department/persons for Query Resolutions, Special Deals and other such
- Ensure optimal profit margins are maintained for transactions
- Solicit referrals and initiate cross-selling opportunities to existing customers
- Actively convert walk-in customers to IntroCard holders.
- Explore opportunities to increase customer base, transaction number, Revenue per transaction & customer and overall operational revenue performance to meet the overall objectives
- Handle Foreign Currency, Remittances, and other customer transactions as required by the Corporate or WPS customer or the Retail customer and as assigned by the Branch Management / department manager, with zero defects
- Ensure assigned work activities are carried out as per Company policies and procedures
- Ensure Cash Handling is done as per Company policy, and Cash Balance at assigned 'Till' is accurately tailed and appropriately handled as instructed by the Branch Management
- Report any anomalies such as under/Overs to concerned superior immediately
- Exercise due diligence in processes related to customer transactions to ensure risk mitigation and adherence to relevant AML procedures and KYC initiatives
- Identify improvement areas & propose constructive changes to achieve operational excellence
- Ensure documentation and the transaction process is in compliance with both the internal and regulatory requirement

TEAM LEADER-Call Center

AMERICANA GROUP / Nov 2010 - Aug 2013

- Spearheading a dynamic call center team, driving motivation for both inbound and outbound operations.
- Ensuring inbound call excellence through vigilant supervision, guaranteeing comprehensive and knowledgeable responses.
- Maintaining strict adherence to lead prioritization and courtesy standards within the outbound team.
- Conducting quality assurance through random call monitoring, enforcing script compliance.
- Initiating and managing monthly performance contests to incentivize goal achievement.
- Championing team performance by setting and reinforcing ambitious daily and monthly sales targets aligned with corporate goals.

EDUCATION

Bachelor of Commerce

Ain Shams University / Cairo / 2009

Major in Accounting

SKILLS

High level of computer literacy and good knowledge of office automation software like Word, Excel, MS Access and PowerPoint.

Good analytical and investigative skills.

Ability to communicate effectively, both orally and in writing.

Great time management and organizational skills.

LANGUAGES

English

Arabic

Hindi

PERSONAL DETAILS

Date of birth

02 Jan 1986

Nationality

Egyptian

Visa status

Employment Visa

Marital status

Married

DRIVING LICENSE

Driving license category

Category 2: Light Travelling Vehicles