

Mohamed Alamir Ali

Administration Officer

+971553796104 | mo.alamir52@gmail.com | UAE



Professional Summary

Versatile professional with extensive experience in sales, administration, accounting, and customer service. Proven ability to manage branch financial records accurately and ensure compliance with company policies. Skilled in ERP systems, financial analysis, customer relationship management, and optimizing workflows. Fluent in Arabic and English, with a commitment to delivering high-quality results and achieving organizational goals.

Core Skills

- ERP Systems
- Customer Relationship Management (CRM)
- Accounting and Financial Analysis
- Data Analysis
- Project Management
- Leadership
- Problem-Solving
- Communication
- Time Management
- Inventory Management
- Administrative Support
- Microsoft Office Suite
- Confidentiality
- Sales Strategy & Revenue Growth
- Professional Experience

soft Skills

- Effective Communication
- Teamwork and Collaboration
- Problem-Solving
- Adaptability and Flexibility
- Conflict Resolution
- Attention to Detail
- Customer Service Orientation
- Emotional Intelligence

Branch Accountant - Carrefour Egypt

06/2022 - Present | Cairo, Egypt

- Managed branch financial records, ensuring accuracy and compliance with company policies.
- Processed invoices, tracked expenses, and prepared financial reports.
- Conducted inventory audits and reconciled discrepancies in stock records.
- Collaborated with the sales and operations teams to streamline financial workflows.
- Ensured timely submission of tax and financial statements.

Cash and Accounting Supervisor - Abdullah Al-Othaim Markets Egypt

08/2019 - 05/2022 | Egypt

- Managed customer support operations, improving response time by 30%.
- Oversaw daily cash operations and ensured accurate cash flow management.
- Balanced cash registers and generated reports for credit and debit sales.
- Processed refunds/exchanges and resolved customer complaints.

Head Cashier - Carrefour Egypt

04/2016 - 07/2019 | Cairo, Egypt

- Provided excellent customer service while scanning customer selections.
- Accepted payments, issued receipts, and answered customer inquiries.
- Resolved complaints and maintained workspace cleanliness.

Customer Service Officer - Telecom Egypt

02/2015 - 03/2016 | Cairo, Egypt

- Managed high volumes of inbound and outbound calls in a timely manner.
- Addressed customer inquiries and provided solutions to various issues.
- Sold SIM cards and handled complaints about company products and services.

Education

Bachelor's in Islamic Daawa

Al-Azhar University

Key Achievements

- Recognized among the Top 10 employees in the region at Abdullah Al-Othaim Markets.
- Improved customer retention by 25% through building strong client relationships.
- Coordinated over 50 corporate events, ensuring seamless logistics and satisfaction.
- Trained and mentored new team members, leading to a 15% improvement in team performance metrics.

Languages

- Arabic: Native
- English: Proficient