

# MOHAMED ELSHAARAWI

MOHAMEDSAMY.1985@YAHOO.COM  
ABU DHABI, UAE - 00971561806626

## OBJECTIVE

Results-driven and detail-oriented banking professional with a proven track record in roles ranging from Customer Service Officer to Know Your Customer Officer Seeking a challenging career opportunity in an esteemed financial institution where my experience client on-boarding, and relationship management can be leveraged. Eager to contribute my expertise in operations, risk management, and customer service to foster efficient banking processes and uphold the highest standards of regulatory compliance. My goal is to secure a position that aligns with my skills and allows for continued professional growth within a dynamic international environment.

## EXPERIENCE

### **ASSISTANT REALTIONSHIP MANAGER INSTITUTIONAL WHOLESale, Banque Misr – Dubai – UAE**

02/2021 – Current

- Onboarding new corporate customers and through the existing customers of the bank.
- Proactively identify new business opportunities within the existing client base and actively pursue cross selling and up selling.
- Stay informed about market trends industry developments and competitive offerings relevant to SME clients.
- Ensure timely processing of the client requirements for new, renewals, amendments, and extension of client facilities.
- Assist in the acquisition of new SME clients through networking and referrals.

### **Document Controller and Operation Officer, DUBAI ISLAMIC BANK - ABU DHABI, UAE**

05/2017 - 11/2020

- Handling inquiries related to deposit account products and services.
- General administrative work, which may include preparation of memos and issuing all kinds of customer letters.
- Collation of statistics for management reporting.
- Responsible for receiving, logging, filling and tracking return cheques.
- Strong Knowledge of the EDMS, Aconex, ERP and SAP.
- Checking the tellers' and customer service transaction on a daily basis.
- Assisting in developing audit checklist, programs and / or guidelines.
- Documenting and performing walkthroughs of key processes, risks, and controls.
- Assisting in writing clear and concise audit reports.
- Customer's profile updating on regular basis.
- Ability to work under pressure and tight deadlines.

**Customer Service Officer,**

01/2014 - 04/2017

**DUBAI ISLAMIC BANK - WEALTH MANAGEMENT - ABU DHABI, UAE**

- Offered a full range of banking services and other personalized banking products and services.
- Informed the customers about returned cheques.
- Answered the telephone in a professional manner while assisting customers with their inquiries.
- Custodian of customer's cheque books and visa electronic cards.
- Handling customer issues and complaints in an efficient and friendly manner.
- Follow up all correspondent emails with the branch manager.
- No pending matter has been left.

**Senior Teller,**

11/2011 - 12/2013

**DUBAI ISLAMIC BANK - WEALTH MANAGEMENT - ABU DHABI, UAE**

- Operate all transactions concerned with cash, cash limits in foreign and local currency.
- Responsible for the arrangement of the cash shipments.
- Daily monitor for cash activities.
- Reviewing monthly manager cheques and visa overdue.
- Help to achieve our branch target through monthly target.
- Reporting daily manager cheques and visa payments.
- Cash cheques and in-house cheque payments.
- Intelligent Cheque Clearing System, for all other banks.
- An effective communicator with good problem solving and relationship management skills.

**Customer Service Officer,**

08/2010 -10/2011

**NATIONAL BANK OF ABU DHABI - ABU DHABI, UAE**

- Relationship building and retention of existing customer.
- Offered a full range of banking service.
- Foreign exchange remittance processing of inward/outward clearing cheques.
- Preparing a swift message.
- Handling customers issues and complaints in an efficient and friendly manner.
- Follow up all correspondent emails with the branch manager.

**Bank Teller,**

05/2009 - 07/2010

**NATIONAL BANK OF ABU DHABI - ABU DHABI, UAE**

- Operate all transactions concerned with cash, cash limit in foreign currency.
- Responsible for Automated Teller Machine daily feeding and reconciliation.
- Responsible for the arrangement of cash shipments for both.
- Monitor and control cash movements.
- Reporting daily reports and visa payments.
- Handling and checking cash vouchers.
- Working at the expected level contribution.
- No pending matter has been left.

## EDUCATION

Bachelor of Business Administration: MIS, 2007

High Institute of Computer and Information System - Alexandria, Egypt

## COURSES

- Fraud Prevention (Global), BANQUE MISR.
- Financial Crime (Middle East), BANQUE MISR.
- Information Security and Cyber Risk Awareness (Global), BANQUE MISR.
- Data Privacy: Global Edition, BANQUE MISR.
- Operations and Control, NBAD, DIB.
- Anti-money Laundering & control is our business, NBAD, DIB.
- Customer service skills, NBAD, DIB.
- Customer Relationship Management, EIBFS
- Relationship Management Basic, DIB.
- Time and priority Management, DIB.
- Negotiations Skills, DIB.
- Bank Relations and Customer Service, DIB.
- Wealth Management, DIB.
- Achieving Teller Excellence, EIBFS.
- Art of cross-selling, EIBFS.
- Financial crimes in banks, EIBFS.
- Effective Communication Techniques, EIBFS.
- Getting most out of your 24 hours, EIBFS.
- English speaking Skills, EIBFS

## SKILLS

- Self-motivated, solution oriented and well organized.
- Hard worker and proactive.
- Work under stress.
- Ability to work in a team.
- Assertive and quick learner.
- Good work relations.

## LANGUAGE

- Arabic.
- English.