

**Essam Hamdy**

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## **Work Experience**

03/2019 – Present

**Senior Relationship Manager Retail Banking  
QNB ALAHLI, Cairo Egypt**

Responsibilities:

- Serve as sophisticated customer contact point in all retail banking products & services.
- Responsible for First client's portfolio, Sell & promote the full range of products to both existing & potential clients.
- Ensure that branch operations are efficient to achieve the objectives of the bank.
- Assist other Relationship Managers that involve changes or special handling instructions & provide knowledge transfer to colleagues with less complex portfolios.

12/2017 – 03/2019

**Head of operations at QNB Al-Ahli Cairo Egypt**

Responsibilities:

- Control and plan various activities of operations within established policies and procedures.
- Monitor and control workflow to improve productivity. Maintain the quality, systems, and structure of the tellers and the financial operations.
- Contribute to the branch profitability through effective operations management and excellent service response to both current and prospective customers.
- Solve unusual problems arising from customers that require good judgment and on-the spot decisions regarding cash & non-cash transactions.
- Supervise all activities handled by Customer Advisors / Senior Customer Advisors including cash transactions, transfers, checks, and any other operational transaction/ service.

- Maintain close relationship with customers; assist in handling and resolving the customers' complaints and problem.
- Review and/or examine documents presented under different transactions.

03/2014 – 11/2017

### **Operations officer at QNB Al-Ahli Cairo Egypt**

Responsibilities:

- Monitor and control workflow to improve productivity. Maintain the quality, systems, and structure of the customer advisors.
- Review and/or examine documents presented under different transactions performed at the branch & perform the relevant validations on core banking system whenever needed.
- Review newly opened accounts application forms for walk-in customers, perform the needed validations on core banking system.
- Supervise activities handled by Customer Advisors including cash transactions, transfers, checks, and any other operational transaction/ service.
- Develop and train personnel to assume varied responsibilities in the area of operations.
- Monitor queuing system on a regular basis confirming it is running efficiently. Ensure that necessary corrective action is taken whenever needed.
- Respond to audit reviews, develop corrections & ensure the proper implementation within the scope of assigned activities.
- Perform the regular controls & supervision on a regular basis according to policies & procedures.

03/2010 – 02/2014

### **Teller at QNB Al-Ahli Cairo Egypt**

Responsibilities:

- Assist customers with their everyday banking needs through the counter including withdrawals, deposits, transfers, currency exchange, etc...
- Accept and processes cash deposits to opened accounts (current, saving, checking, overdraft, GL). Prove cash entirely.
- Cash Cheques within established limits and reserves (withdrawals, expense redemption).
- Exchange foreign currencies according to the established dealer rates. Proves the authenticity of currencies entirely.
- Count, prove authenticity, and package currency and coins.
- Balance cash and prepare daily and final currency position.
- Perform a range of related duties and may assist other Customer Advisors during peak load periods.
- Receive and record customer orders. Prepare transaction documents, verify customer signatures, check balance, place holds on funds as required, check endorsements and validity, apply charges, process accounting entries, post transactions, and issue advice & copies of payments as required.
- Utilize every chance to highlight products to customers and resolve any issues they may

- have.
- Handle customer inquiries and signature verification upon request.

### **Trainee customer service at NBE August 2010- November 2009**

Represents "point of contact" for all customers in handling all operational activities. (Bank Drafts, Certified Checks, Outgoing Transfers, ACH, Clearing Checks' Collection, Returned Checks, Stop Payment on Checks and Trade Finance activities: LGs, LCs & DCs). Take advantage of every opportunity to delight customers, sell banking products, and demonstrate interest in providing other services.

### **Education**

Faculty of commerce Bani-Suef University      Sep 2006- June 2009

**Degree:** Good

### **Skills**

- Microsoft office
- Cash handling and management
- Product presentation
- Teller support
- Relationship building and management
- Transactions
- Banking products sales
- Computer
- Flexibility
- Compliance, banking laws and regulations
- Account updates

### **Certificates:**

- **NSGB university program**
- **Product and service awareness**

- **Compliance & AML training**

- **Introduction in banking operations at Egyptian Banking Institute (2009):**

- a. Retail banking operation
- b. Customer services and relation
- c. foreign trade finance operation
- d. Credit and financial analysis
- e. Legal aspect of banking

**Language skills**

- Native Arabic
- Excellent command of written & spoken English Language

**Personal Data**

- **Military status:** Exempted
- **Nationality:** Egyptian.
- **Date of birth:** 14/02/1989
- **Marital status:** Married