

C.V.  
Hassan Eid Sayed Ahmed

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**PERSONAL DATA:**

Marital status: Married

Nationality: Egyptian

Date of birth: 05.01.1986

Visa type: Resident Visa

**OBJECTIVE:**

A position in the field of Banking ,Financial Services and I have a good experience as Customer Service Representative(Teller) ,Chief Teller, Branch Manager . I'm Energetic and a Healthy Candidate to accept any Challenging Complex Task and to complete them as per the expectations of the Management.

**EDUCATION:**

Ain- Shams University

Bachelor of Languages, April 2007(German, English)

Degree of graduation (good)

Customer Service Representative(TELLER) in Alfardan Exchange starting from 01.04.2009 till 01.04.2011

**OBJECTIVE:**

- Sending and receiving remittances from and to all destinations.
- Receive Payments by cash, check, credit cards, vouchers and automatic debits. Receive and disburse money in establishments other than financial institutions. Usually involves use of electronic scanners, cash registers, or related equipment. Often involved in processing credit or debit card transactions. Handling all kinds of Foreign Currencies(Sale and Purchase)
- Fixing all problems,complaints,queries are handled quickly,efficiently and tactfully.

Chief Teller in Al fardan Exchange starting from 2011till 2015

**OBJECTIVE:**

- Authorize teller transactions both local and foreign currency as per delegated authority.
- Ensure that cash is balanced for the tellers as well as total cash holding at the Bank at the end of the working day. Check entries passed for cash excesses or shortages if any.
- Handle Cheque books , ATM cards ,pin mailers as required
- Ensure that procedures laid down in Operations Manual are followed and proper control is in place to avoid operational losses / risks.
- Validating checks. Handling all kinds of Foreign Currencies(Sale and Purchase)

Branch Manager In Alfardan Exchange from JAN 2018 till now.

**OBJECTIVE:**

- Develop a service-oriented and performance driven culture by ensuring that all service quality targets are met all times.
- Monitor staff performance and ensure additional training is provided where necessary.
- Effectively manage resource utilization ensuring adequate staffing levels.
- Maintain staff paperwork and forward to Head Office..
- Ensure Front Office procedures and controls are being adhered to by branch staff.
- Ensure procedures are being followed with regard to the handling of physical cash and there is a high level of security awareness at all times.
- Ensure User Profiles on the Front Office payment processing systems are kept up to date.
- Monitor the day-to-day operation of the Anti-Money Laundering procedures.
- Coordinate all communication between Head Office and branch staff.
- Manage the end of day cashier balancing (R1) and prepare all necessary documentation for Head Office.
- Solving customers complaints and improve the Business Performance, Ensuring implementation of all audit recommendation and minimizing occurrence of any deviation during audit checks.
- Driving sales of new products, ensuring proper documentation of applications and tracking sales targets to achieve the required growth.
- Achieve assigned product sales & other targets by cross-selling to walk in/existing customers & by contacting potential customers outside the bank.
- Meet transaction processing standards and maintain high level of customer service standards.
- Managing Teller functions in the branch to ensure the delivery of quality service to customers, maintenance of operational controls, continuous improvement in operational efficiency & achieving product sales targets

#### **SKILLS:**

- Highly motivated and able to work on their own initiative
- Good management skills
- Strong team player
- Strong customer focus
- Good communication skills
- Working knowledge of Microsoft Windows and Outlook
- High attention to detail
- Strict work ethics
- Strong administration skills

#### **LANGUAGES:**

German: very good written and spoken

English: very good written and spoken

Arabic: mother's tongue

#### **COURSES:**

In English Language in 2004

Training Course against Anti-Money Laundering

Training Course in Customer Service

#### **REFERENCE:**

Upon your request