# **Abdallah Hassan Elzeiny**

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# **Career Objectives**

+6 Years Experienced Banker Across banking operation, Sales Functions, performance analysis and digital product management, eager to learn a new experience with competitive mindset looking for a new role in UAE where I recently relocated.

#### **Personal Information**

Date of Birth : 7th Dec 1994

Marital Status : Single Nationality : Egyptian

#### **Education**

### SUEZ CANAL UNIVERSITY - ISMAILIA, EGYPT

Bachelor's degree in Accounting & finance, June 2017 Over all Grade Very Good.

### **Advanced Banking Diploma**

Advanced illustration for all bank departments and products with live cases.

#### **Language Skills:**

- Arabic: Mother Tongue

- English: Fluent

### **Work Experience**

Alex bank, subsidiary of Intesa san Paolo group.

### **Mobile Payments Product Assistant Manager**

December 2021 Till August 2023

#### Achievements:

- Increased customer base with <u>36 % YOY</u> through launching new marketing campaigns along with coaching branched front-liners for better sales performance
- Increased number of existing transacting customer by <u>29% YOY</u> through launching Sms campaigns with customized transacting incentives.
- Planned and Managed the roll out of the product features and enhancements based on data-driven methodologies.
- Worked very closely with cross-functional stakeholders( including and not limited to operations team, software developers, embedded engineers, design engineers, data scientists and business analysts) to execute the product roadmap for payment services ecosystem.
- Created alignment within the organization through user interviews and feedback from stakeholders to deliver successfully on the needs for both external and internal customers.
- Created product plans, user journeys, product requirements and documentation that are informative, concise and drive effective decision making and accountability for product success from design through delivery.



- reconciled settlements within the ecosystem, primarily merchant payments, seller payments and vendor payments
- Engaged with branches front-liners provide customers with full on boarding process (End-To-End)
- Kept tracking of customers' complaints/issues and oversee their prompt resolution.

## CIB Egypt , Commercial International Bank.

#### Senior Personal Banker

# August 2019 To November 2021

#### Acheivemnts:

- Ranked from Top <u>10 Best sellers</u> for 6 consecutive quarters
- Over achieved set targets with <u>30%</u> and above through different retail products.
- Provided customers with basic information on all Bank's products/services to increase Customer awareness & ensure a high level of quality service.
- Handled all account opening & it's related operations process in a very short set of time along with maintaining all standards.
- Gained Employee star award for outstanding customer service and handling skills.
- Expanded received portfolio with <u>129%</u> in terms of deposits and NTB penetration.
- Awarded best PIL seller for 3 Consecutive quarters.

# - CIB Egypt , Commercial International Bank.

### Senior Universal Teller

Aug. 2017 To Aug. 2019

#### Main Assigned Tasks:

- Perform all the ATM functions including preparing daily proof sheet, handling captured cards, filling along
  with the replenishment of onsite ATM machines and reports any malfunctions for repairs and maintenance.
- Process all the cash counter transactions accurately in accordance with the set objectives.
- Manage the branch daily cash needs with Head Teller for better coordination of cash shipments between the branch and central vault.
- Investigate thoroughly any differences in balancing and reconciliation of cash and other security items by following the standard process of checking / scrutiny / investigation as outlined in Branch standard operating procedure manual.
- Cross sell products based on customer potential and needs without affecting their primary work and service standards contributing in the achievement of the branches KPIs.
- Maintain zero cash shortages and excesses at counter to ensure maximum control on cash balance.
- Maintain accurate checking on all end of day reports and rectifying of highlighted discrepancies to ensure all
  controls and procedures are adhered to.
- Adhere to the bank related the average waiting & serving time in addition to the productivity reports.

### **Interpersonal Skills:**

- Expert in Microsoft Office, with a focus on Excel
- Excellent command of English & Arabic Languages
- Communication skills & Active Listening
- Advanced Customer Handling Skills
- Working under pressure
- High sense of control
- Advanced Selling Skills
- Excellent Negotiation &Interpersonal Skills

- Can work Under Pressure with high adaptability
- Very Flexible to different Work environment
- Attentive , Accurate & Always On Time
- Ability to Multi Task With maintaining high quality
- Excellent customer service & engagement skills
- Analytical and critical thinking with ability to take fast and precise decision
- Planning and sales Budgeting with different sales planning and techniques
- Self-motivated , inspired with creative solutions to different challenges
- Marketing & Branding Vision

# **REFERENCES WILL BE FURNICHED UPON REQEST**