

# Mahmoud Abdelatty

## Customer Services

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United Arab Emirates - Dubai



## Work Experience

### personal wealth manager | Commerical international Bank -Egypt

sep2022 to Sep. 2023 (1 years)

- Maintain customer service excellence, greeting and serving our customers in line with Branch Service Protocol expectations.
- Manage customer queries, issues, feedback and complaints with appropriate advice.
- Adopt a needs-based approach to provide recommended solutions for retail banking and general insurance products to meet customer's financial needs.
- Provide financial planning and advisory services aligning to clients' needs and investment profile.
- Respond to customers' queries on home loan and other international banking needs and refer them to the right channels as appropriate.
- Ensure that KYC/AML and other compliance norms are strictly adhere to
- Ensure data entry and operational transactions are executed expeditiously, with minimal errors and in compliance with audit and statutory guidelines.
- Improve customer experience in processes, systems, operations and administration without comprising on business risks by giving suggestions and feedback.

### Senior personal banker | Commerical international Bank -Egypt

June 2021 to Sep. 2022 (1 years, 4 months)

- Provide customers with basic information on all Bank's products & services to increase Customer awareness & ensure a high level of quality service.
- Achieve assigned target for the branch in both assets and liabilities to ensure that targets are met through walk-in, relationship building and depending on existing customer base and companies as well as new to bank clients in a transparent & ethical way.
- Track customers' inflows and outflows and contact customers to seek information on reasons for unexpected patterns/behaviors to maintain better quality service level and meet set budgets.
- Receive all relevant customer requests related to cheque book, credit & debit cards, TDs, CDs..etc. check their validity and send to related departments for completion.
- Report any possible frauds and risks and provide customer feedback to direct supervisor to maintain high level of control.
- Prepare the daily sales report including sales activities and call reports, share it with supervisor and branch head to track sales performance achievement versus budget and work on alternative plans when needed.

## Education History

### Bachelor of Commerce | English Department

University of Alexandria - Egypt

Class of 2017

- Major: Accounting
- Grade: Very Good

### Languages:

Arabic : mother tounge.

English: Perefect.

### Volunteer Work:

Member of primary education program

UNICEF - Kenya

March 2018 to June 2018 (6 months)

### **Senior Teller | Commerical International Bank - Egypt**

May 2019 to June 2021 (2 Years)

- *Processes all the cash counter transactions accurately in accordance with the set objectives.*
- *Cross sell products based on customer potential and needs without affecting their primary work and service standards.*
- *Maintain zero cash shortages and excesses at counter to ensure maximum control on cash balance.*
- *Be attentive to any possible frauds and risks and provide customer feedback to direct supervision.*
- *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.*
- *Introduce alternative channels to customers to reduce traffic in branches according to bank rules.*

### **English Call Center Agent | Sutherland - Egypt**

Sep.2017 to Feb.2018 (6 months)

- *Achieved a consistent average call handle time of 3 minutes, 30 seconds per call, surpassing the company's target of 4 minutes per call, resulting in increased efficiency and higher customer satisfaction.*
- *responsible for providing support to customers, ensuring their satisfaction, and enhancing their customer experience.*
- *handling customer inquiries, resolving customer complaints, providing information to customers about products and services, and escalating complex issues to appropriate channels.*

### **Skills :**

- **Financial Analysis:** *Able to analyze and interpret financial data to identify trends and make informed decisions.*
- **Customer Service:** *Experienced in providing exceptional customer service to clients, ensuring their needs are met and issues resolved in a timely and professional manner.*
- **Sales:** *Skilled in identifying opportunities to promote and sell bank products and services to clients, while maintaining a focus on their financial goals and needs.*
- **Communication:** *Strong communication skills, both verbal and written, with the ability to explain complex financial concepts in an easy-to-understand manner.*
- **Attention to Detail:** *Proven ability to pay close attention to details, ensuring accuracy in financial transactions and account management.*
- **Time Management:** *Effective at managing time and prioritizing tasks to meet deadlines and achieve goals.*
- **Teamwork:** *Collaborative team player, able to work effectively with colleagues and cross-functional teams to achieve common objectives.*
- **Compliance:** *Knowledgeable in banking regulations and compliance requirements, ensuring all actions and transactions are in accordance with industry standards and internal policies.*