



AMERA WADEA SAWIRES

BANKER

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 Mera.wadea@gmail.com

 Sharjah, UAE

Visa Type: visit visa

Expire Date: 30\09\2024

SUMMARY

Dedicated and detail-oriented banking professional with over 4 years of experience as a Bank Teller and customer service, committed to providing exceptional customer service in fast-paced financial environments. Skilled in managing high-volume transactions accurately and efficiently while upholding banking standards and operational integrity. Proven ability to handle customer inquiries, cross-sell banking products. Eager to contribute to your institution as a dedicated and efficient team member.

WORK EXPERIENCE

BANKER

Banque Misr

Mar 2020- jun 2024

TELLER

- Assisting customers with processing transactions, such as deposits, withdrawals, or payments, resolving complaints or account discrepancies, and answering questions.
- Informing customers about bank products and services.
- Tracking, recording, reporting, and storing information related to transactions, bank supplies, and customers.
- Maintaining and balancing cash drawers and .
- Handling currency, transactions, and confidential information in a responsible manner.
- Following all bank financial and security regulations and procedures.
- Balance ATM Cash by performing reconciliation on all transactions to identify and settle any Cash overs & shorts.
- Review and balance ATMs general ledgers, & Accounts.

CUSTOMER SERVICES

- Respond to customer inquiries and complaints in a timely and professional manner
- Resolve customer issues and provide solutions to customer inquiries
- Provide customer service support for online banking and mobile banking
- Assist customers with account maintenance and account opening
- Provide information on bank products and services
- Identify and escalate customer service issues

AMBASSADOR

Greeting customers welcoming them to the bank, offering them help with their banking needs
Providing general information to customers about products and services offered by the bank

WORK EXPERIENCE

GRAPHIC DESIGNER

Infort

responsible for creating graphic visuals for E-learning courses

Sep2019-Mar2020

GRAPHIC DESIGNER

Focus production

responsible for creating graphic visuals for digital platforms

Jun2019-Sep2019

EDUCATION

BACHELOR'S DEGREE – ACCOUNTING & FINANCE

Ain shams University | 2014 - 2018

CERTIFIED BANKER

The Egyptian Banking Institute | 2020

GRAPHIC DESIGNER DEPLOMA

Russian cultural center | 2019

TRAINING AND COURSES

- ENGLISH COURSE AT BERLITZ
- AMBASSADOR TRACK ANALYTICAL THINKING / PROBLEM SOLVING
- CROSS SELLING
- MASTERING CUSTOMER SERVICE - RELATIONS
- DIGITAL INCUBATOR
- AGILITY -DIGITAL MINDSET
- CASH AREA MANDATORY TRAINING

SKILLS

PERSONAL SKILLS:

Customer service - Cash handling - Accuracy - Attention to detail - Banking procedures
Communication skills - Teamwork - Problem-solving - Financial transactions - Compliance

TECHNICAL SKILLS: ICDL (word - Excel - powerpoint)

LANGUAGE

ARABIC- NATIVE

ENGLISH - FLUENT