

# Ahmed Samir Montasser



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**Birth date:** 25/01/1989

## OBJECTIVE

To work in a suitable job that matches my qualifications and experience .

## WORK EXPERIENCE

**From 1/1/2023 till now**

### **Head teller (operation manager) at cairo exchange**

- Insure safe keeping of money in vault beside matching balances of all currencies and availability of all denominations in local currency
- Follow up on transactions and informing branch manager of amount of liquidity needed
- Reviewing kyc forms and making sure all information included beside customer and teller signature on it
- Making sure for disclosure of customers on negative lists
- Reviewing printouts reviewed and making sure its

stamped from central bank and no serial is missing

- Reviewing daily transactions and documents done by tellers and safekeep it
- Finishing all tasks assigned with efficiency and minimum errors without leaving any unfinished tasks
- Minimizing operational and financial risks related to companies recognition by guaranteeing commitment of tellers by rules and procedures
- Follow up of maintenance of machinery and equipment related to operating the branch
- Updating cash records and custodies
- Insuring highest level of service to customers and tellers commitment to companies regulations

Working on leading and developing active team by training ,  
directing and motivation

### **From 2/2022 to 12/2023**

Coordinator at ABE bank ( business development )

- Handling presidential initiative loans
- Credit analysis of small and medium enterprises

### **From 07/2019 to 1/2022**

Chief cashier ( Head teller ), Mahoney shipping & marine services

Responsibilities:

- Create and maintain a positive work environment for all cashiers
- Communicate with customers and address any problems they may have

- Serve as the primary point of contact for customer service associates
- Operate registers and perform general checkout functions
- Generate reliable and accurate till reports from every register
- Resolve cash tills when closing, ensuring the money matches the report and is stored safely
- Assist cashiers with requests such as price checks
- Maintain a clean working environment by wiping down registers during downtime

**03/2016 – 06/2019**

Senior universal teller, Bank Audi, Sultan Hussein branch :

Junior teller 03/2016 – 08/2017

Senior teller 08/2017 – 06/2019

### Responsibilities:

- Receiving deposit, loan payments, credit card payments, cashing checks, issuing withdrawals; e-finance, executing internal transfers and reconciling atm.
- Cross-sells bank products by answering inquiries; informing customers of new services and product promotions; ascertaining customers' needs; directing customers to a branch representative.
- Reconciles cash drawer by proving cash transactions; counting and packaging currency and coins; reconciling loan coupons and other transactions; turning in excess cash and mutilated currency to head teller; maintaining supply of cash and currency.
- Replacing Head teller in holding custodies of atm and branch safe boxes and vault.

**09/2014 - 12/2015**

Graduate trainee, FAB Bank

### Responsibilities:

- On Job training customer service and counter

## EDUCATION

**Bachelor Degree of Accounting**, Alexandria university  
,faculty of commerce (English section) with good grade (2013)

**High School Diploma**, , Alexandria language school (A.L.S)

## ADDITIONAL SKILLS

Microsoft Office package: Microsoft Word, Excel, power point

Database operation: Bank mate , flex cube

Bank courses : Anti-money laundry, Trade finance, E-finance ,

Forgery , document falsification and counterfeiting

## Certificates

Credit course certificate from EBI

2019

Currently studying CFA part 1