

**Ahmed Morsy Abdel Hamid Aly**  
**Accountant - Teller**

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## Professional Summary

An experienced banking professional proficient in human resources management, financial transactions, and customer service. Skilled in developing and executing recruitment strategies, managing employee benefits, and ensuring policy compliance. Exceptional at processing various financial transactions accurately and delivering outstanding customer service. Possesses a strong understanding of financial markets and banking regulations. A proactive communicator with a proven ability to collaborate effectively with teams to achieve organizational goals, making him capable of efficiently and effectively achieving corporate objectives.

## Professional Experience

### **Petlang Jaya Money Exchange | Kuala Lumpur, Malaysia**

**Position:** Money Exchange Agent

**Duration:** March 2023 - January 2024

**Responsibilities:**

- Executed large-scale foreign currency transactions with accuracy and efficiency.
- Established competitive local exchange rates for our retail customers based on real-time market fluctuations and provided rate updates to the team.
- Provided advisory services to international clients regarding foreign markets and currency trends.
- Ensured compliance with financial regulations and company policies.

### **Faisal Islamic Bank | Aswan, Egypt**

**Position:** HR Officer

**Duration:** March 2021 - October 2022

**Responsibilities:**

- Managing employee benefits programs, payroll systems, and employee behavior initiatives to enhance job satisfaction.
- Conducting comprehensive onboarding processes for new employees to ensure seamless integration.
- Providing continuous support and performance management to promote employee growth and development.
- Collaborating with department heads to align human resources strategies with organizational goals.

### **Faisal Islamic Bank | Alexandria, Egypt**

**Position:** Teller

**Duration:** October 2009 - February 2021

**Responsibilities:**

- Processing various financial transactions with precision, including cash deposits, withdrawals, foreign currency exchange, and check issuance.
- Preparing and reviewing daily branch reports to ensure accuracy and compliance with bank procedures.
- Promoting a range of bank products and services, such as checking and savings accounts, loans, deposit certificates, and credit cards, effectively increasing customer engagement.
- Maintaining strict confidentiality of customer information and delivering exceptional customer service.
- Opening new accounts, assisting with loan applications, and resolving inquiries and complex operational issues.
- Collaborating with colleagues to enhance branch operations and achieve performance goals.

## Education

### **Alexandria University**

Bachelor of Commerce, English Department (May 2007)

Grade: Good

## Training Courses & Skills

- Customer Service Training (Faisal Islamic Bank)
- Anti-Money Laundering Course (Faisal Islamic Bank)
- Counterfeiting and Forgery Course (Faisal Islamic Bank)

**Soft Skills:** Communication. Interpersonal Skills. Leadership. Adaptability. Problem-Solving. Teamwork.

**Hard Skills:** Financial Transactions. Market Analysis. Recruitment and Onboarding. Payroll Management. Branch Operations. Customer Service.

## Languages

- Arabic (Native language)
- English (Very good)

## Personal information

- Marital Status: Married
- Date of Birth: February 24, 1986
- Military Status: Exempted