

Ziad Omar Mohamed

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SUMMARY

Finance and operations specialist with over 7 years of experience across banking, trade finance, and client account management. Skilled in processing cross-border trade transactions, managing monthly portfolios of over \$7M, and ensuring end-to-end compliance with AML, CFT, and central bank regulations. Hands-on experience with letters of credit, guarantees, KYC checks, and vendor payment processing. Successfully supported internal audits, handled invoice reconciliations, and led treasury operations. Background includes customer-facing roles, team supervision, and driving account growth strategies in both banking and commercial settings.

WORK EXPERIENCE

Key account executive, Pack N' Camp Dubai, UAE 09/2024 – 07/2025

- Develop and execute account growth strategies for high-value clients.
- Identify upsell/cross-sell opportunities within existing accounts.
- Build and maintain strong, long-term relationships with existing clients.
- Maintain an up-to-date list of existing and potential customers, regularly reviewing and updating this list
- Develop and implement effective sales strategies and plans to achieve assigned sales targets and KPIs.
- Monitor sales performance regularly and adjust strategies as needed to meet sales objectives.
- Monitor market trends, competitor activities, and new product.
- Report competitor promotions, product launches, and other market activities to inform strategic decision-making.

Trade Specialist & Coordinator, Arab African International Bank Alexandria, Egypt 01/2022 – 09/2024

- Processed funds transfers, managed non-cash items, and led Treasury Operations, including custody and accounts management.
- Prepared and processed purchase documentation in coordination with internal departments.
- Processed vendor invoices and prepared journal entries.
- financial controls, audit readiness, and internal reporting for month closing and day-to-day transactions.
- Generated and audited customer invoices against contracts/POs, ensuring 100% accuracy and compliance.
- Enforced strict AML/CFT compliance per CBE (Central Bank of Egypt) regulations, screening entities via e-Name Checker and resolving alerts through SIRON to mitigate risks.
- Ensured full KYC checks were completed for both local and international clients in alignment with internal compliance guidelines.
- Assisted in verifying beneficiary and applicant information, including screening for sanctioned entities and politically exposed persons (PEPs).
- Advised clients on tariffs, market trends, and cross-border regulations, supporting informed decision-making.
- Surpassed cross-selling targets while maintaining core operational KPIs.
- Conducted internal audits for import/export controls, ensuring continuous regulatory alignment in corporate banking.
- Processed and reviewed trade documentation including letters of credit and guarantees in line with AML regulations.

Senior Teller, Arab African International Bank Alexandria, Egypt 02/2018 – 12/2021

- Supervised and trained a team of tellers, ensuring efficient and accurate transaction processing.
- Processed approvals, maintained cash records, and reconciled discrepancies.
- Handled intricate customer transactions, including cash handling, deposits, withdrawals, credit card payments, and Western Union transactions.
- Resolved escalated customer inquiries and complaints, with a keen focus on enhancing customer satisfaction.
- Ensured rigorous compliance with bank policies, procedures, and regulatory requirements.
- Promoted and cross-sold banking products and services to address customer needs and achieve sales targets.
- Conducted audits and prepared financial reports to bolster branch operations and ensure financial accuracy.
- Assisted in branch operations, including opening and closing processes and securing vaults and cash handling areas.
- Verified customer identity documents and transaction legitimacy in line with AML policies.
- Delivered training on anti-fraud awareness within branch operations.

Business Development Specialist, Meydum Medical LLC Cairo, Egypt 03/2016 – 06/2016

- Identified and pursued new business opportunities to expand the company's market share in the medical and healthcare sectors.
- Built and nurtured strong relationships with key stakeholders, including hospitals, clinics, and healthcare providers.
- Designed and executed strategic sales plans to attain revenue growth and fulfil business objectives.
- Monitored and reported on sales performance, pipeline growth, and market trends to senior management.
- Provided comprehensive post-sale support to ensure client satisfaction and nurture repeat business and referrals.
- Negotiated contracts and agreements, securing advantageous terms and fostering long-term partnerships.

Project Management, Up West Enterprise Alexandria, Egypt 09/2015 – 03/2016

- Managed the acquisition, collection, sorting, and classification of draft papers and cardboard.
- Provided selling services to recycling manufacturers.
- Oversaw the E-Waste collection project.

EDUCATION 01/2011 – 09/2015

Arab Academy for Science and Technology Bachelor's degree, Media Management Alexandria, Egypt

Language: Arabic (native)
English (C1)

Certificates

1. Professional Foundations (ALX Africa)
2. Data Analytics: In progress (ALX Africa)

SKILLS

Technical & Analytical Skills	Operations & Compliance	Communication & Management
SQL	Financial Operations	Public Relations
Python	Regulatory Compliance	CRM Management
Microsoft Office Proficiency	Internal Control	Customer Service
Market Analysis	Cash Management	Complaint Management
Analytical Thinking	Anti–Money Laundering (AML)	Sales Techniques
Problem-Solving Skills	Policies Implementation	Conflict Resolution
Power Bi	Resolving Discrepancies	Team leadership
Data Analytics	Process Optimization	Presentation & Pitching Skills