



El-Hussein Ahmed El-Badawy Mohamed

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Objective, Obtain a position as Banking Relationship Manager for a foreign bank to analyze a client’s cash, investment, and capital needs in a careful and courteous manner.

Career Highlights

Housing and Development Bank , QENA 09/2005 – 08/2007

Customer Service & Operation officer

- + Checks collection , ATM card , retail & housing loans
- + Credit Card , auto loans & marketing
- + issuing ATM card
- + achieve the sales target
- + retail & housing loans
- + Checks collection

Piraeus Bank of Egypt, Hurghada 09/2007 – 09/2010

Head Customer Service

- + LG , TD , OVD , CD issuance , & ensure deliver of ATM cards, & Check books
- + Responsible for Internal Transfers, Swifts Transfers, transfers between accounts & create and release hold accounts, &S.V.
- + Credit card , Auto loans , cash loan
- + achieve the sales target

National Bank of Egypt, QENA 9/2010 – 11/2011

Senior Specialist officer

- + Cash loan , Auto loans ,Credit Card , OVD
- + Cross / up sell banking products, & Achieve sales target
- + Ensure customer satisfaction at all levels of service.
- + Credit card , Auto loans , cash loan
- + Solving clients' problem & initiate options

BNP Paribas Egypt, Hurghada 11/2011 – 07/2013

SMB's Relationship Manager

- + Open New SMBs A/C , OVD , LC , & LG

Achievement

- Revenue generation
- Making Financial portfolio
- Managing profit
- increase portfolio data base
- achieve goals immediately

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Core Skills

- Building relationship & customer service
- Strategic Planning
- Analytical Skills
- immediately in action
- Strategic Thinker
- Mastering basic math
- Experience cross-selling services
- Providing high-level customer service
- Ability To Work Under Pressure.
- Strategic thinker
- interpersonal and communication
- customer satisfaction level

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COURSES

- Collection and

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- + I-Score report issuance , & Problem solver
- + Achieves the cascaded sales target.
- + Prepare appraisal reports for consideration by the Credit Committee
- + handling the SME's operations transactions

Crédit Agricole Egypt , Hurghada

07/2013 – 07/2016

Relationship Manager

(Auto Loan , Cash Loan , Credit Card , KYC , CIF , & Mortgage loan)

- + Increase the branch liability portfolio.
- + Solving clients' problem & initiate options
- + Ensure customer satisfaction at all levels of service
- + LG , TD , OVD , CD issuance
- + Promoting and cross-selling retail bank products.

MAHARA Co. for Development and Manpower , Saudi Arabia

09/2016 – 02/2018

Branch Corporate Manager

(Manpower corporate line , corporate deal , Problem solver)

- + marketing & sales action plan
- + training and development team
- + VIP board segmentation

EDUCATION

B.Sc Commerce Accounting , from South Valley University (2004)

CMA (Certified Management Accountant) Part 1 Till now

COMPUTER & LANGUAGE

Basics at Hardware and Software

Advanced Search on the Internet

ICDL user.

Arabic: Mother tongue

English: Very Good in written and spoken

PERSONAL INFORMATION

Date of Birth: Nov. 06, 1984

Marital Status: Married.

Military Service: Exempted.

“ YOU MUST BE THE CHANGE YOU WANT TO SEE IN THIS WORLD .

Thank you for your Time & Consideration.

handling program,
-Negotiation,
Supervision,
-Communicate with others,
- Operational Risk Awareness

COURSES

-Team Building ,
- Risk Management ,
-Sales Operations Quality ,
- Time Management ,
Quality of Services

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COURSES

-E-banking ,
- CS excellence ,
- SWIFT, Money Laundry ,
- Compliance Fraud & Banking Operations

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IT SKILLS

- Hold ICDL
- IFLEX
- CRM (Seibel)
- CBS
- NTC o8

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COURSES

-Customer Service specialist
-Time and Stress
- Marketing and Sales Management
- Bankassurance tools,
-Quality of Services
-Lead Yourself.

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COURSES

-E-banking
-Presentation Skills
Freelancer
- code of conduct
-Compliance Fraud & Banking Operations
-SMB Customers Data Base System

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