

# AMIN MAGDY SHETA

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## SUMMARY

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I am a professional banker with 8 years' experience on cash management and customer service and operational administration Looking for a job that suitable for my experience and skills.

## WORK EXPERIENCE

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### CASH AREA MANAGER AT ABU DHABI COMMERCIAL BANK -EGYPT    OCT 2019 – AUG 2024

- Manage teller staff, including training and scheduling.
- Ensure high quality customer service is provided to clients.
- Answer customer inquiries and resolve customer complaints
- Ensure that policies and procedures are followed.
- authorise and audit teller transactions and balances.
- Ensure cash is balanced and reconciled.
- Process transactions such as deposits, withdrawals, and loan payments.
- Maintain security of the teller area.
- Key holder of main cash vault .

### CASHIER AT ARAB BANK-EGYPT

MAR 2016 – SEP 2019

- Providing account services to customers by receiving deposits and loan payments, cashing checks, withdrawals.
- Key holder of cash vault and certified cheques and loans cheques vault.
- Represent the bank to the customer both in conduct and attire in a courteous, professional manner, and provide prompt, efficient, and accurate service in processing transactions and assisting customers with account balance information.

## EDUCATION

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### Bachelor of commerce from Tanta university, Egypt.

SEP 2007 – JUL 2011

- Major in Accounting.
- Final Grade: Good.

## SKILLS

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- Excellent customer service and problem-solving skills.
- Ability to work in a fast-paced, high-pressure environment.
- Proficient in Microsoft Office, banking software, and cash management systems.
- Organizational and time management skills.
- Data entry and accounting skills.
- Arabic native and good English.

Regards.....