



Raed El Kholy

Teller

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Summary

Experienced banking and financial professional with a proven track record in customer service, transaction management, and relationship building. As a Teller at Faisal Islamic Bank, demonstrated exceptional accuracy in handling operational transactions, resolving customer inquiries, and promoting banking products to enhance client satisfaction. Previously served as a Relationship Officer at RAME Finance Solutions, excelling in lead generation, financial consultation, and sales presentations for personal finance products. Skilled in fostering long-term client relationships, meeting sales targets, and ensuring compliance with financial regulations. Recognized for excellent communication, problem-solving, and organizational skills, with a strong commitment to delivering exceptional service and achieving business objectives.

Professional Experience

Teller

2022 - 2024

Faisal Islamic Bank , Cairo

- Perform all cash-counter transactions accurately as requested by customers within the set target time and in line with the Bank's policies and procedures in order to ensure the provision of prompt and professional services.
- Handle various operational transactions with accuracy and efficiency, adhering to bank procedures.
- Address customer queries and complaints, escalating issues when necessary.
- Encourage and educate clients on using ATMs, internet banking, and other banking products.
- Process client requests promptly and efficiently in accordance with the bank's procedures.
- Coordinate with relevant departments to follow up on the execution of client instructions, ensuring timely and accurate service delivery.

Relationship Officer

2021 - 2022

RAME Finance solutions, Cairo

- Prospecting and Lead Generation: Identify and generate leads through referrals, cold calling, and networking.
- Customer Engagement: Promote credit card products and deliver exceptional customer service throughout the sales process.
- Customer Consultation: Assess financial needs and recommend suitable personal finance options.
- Sales Presentations: Deliver persuasive presentations to educate customers about products and services.
- Application Assistance: Guide customers through the personal loan application process, ensuring accuracy and completeness.
- Customer Relationship Management: Build and maintain relationships with existing customers for repeat business and referrals.
- Market Research: Stay informed on industry trends, competitors, and customer preferences to enhance sales strategies.

Courses and Certifications

Marketing Course

Tlogia Academy

Completed a comprehensive marketing course, gaining expertise in strategic marketing principles, and customer engagement, with a focus on applying these skills to real estate promotion and client acquisition.

Other Courses

- Human Resources Professional Certificate, certified by SHRM (Society of Human Resources Management, USA).
- "How to be HR" Certificate, certified by SHRM (Society of Human Resources Management, USA).
- Communication Skills Course, TeraCourses Academy.
- Leadership Skills Course, TeraCourses Academy.
- Financial Education Program for Youth, The Central Bank of Egypt.
- Fundamentals of Digital Transformation, Supreme Council of Universities.

Education

- Diploma in Private Law, Faculty of Law, University of Sadat City. **2023 - 2024**
- Bachelor's Degree in Law, Faculty of Law, Helwan University. **2019 - 2022**

Technical skills

- Cash handling and balancing
- Transaction processing and reconciliation
- Banking software and systems
- ATM and POS troubleshooting
- Customer relationship management tools
- Compliance with banking regulations

Soft skills

- Strong communication and interpersonal skills
- Problem-solving and critical thinking
- Time management and organizational skills
- Attention to detail and accuracy
- Customer-focused mindset
- Team collaboration and adaptability
- Conflict resolution skills

Language

- **Arabic:** Mother Tongue.
- **English:** Advanced.