



# Hossam Fathi

## CONTACT

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Dubai, UAE 

## PERSONAL DATA

- **Date of Birth** : 17/10/1982.
- **Born place** : Sultanate of Oman, Muscat.
- **Nationality** : Egyptian.
- **Marital status** : Married.
- **Religion** : Muslim.
- **Visa Status** : Visit Visa.
- **Driver's License** : Available.
- **Ability to join** : Immediately.

## EDUCATION

- **June 2005**
- **Bachelor of Computer Science Delta Academy for Computer Science High Institute.**

## LANGUAGE

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

## Objective

- To obtain a career in a well-established stable environment that offers an opportunity to enhance my skills and capabilities.

## Personal Summary

- **A well-presented, industrious and highly personable individual who has extensive in-depth experience of the entire banking industry. Possessing a huge range of abilities from providing support and leadership to junior staff right through to being able to successfully sell the money, credit and products of a bank.**
- **Able to gain the trust of customers by interacting with people from all backgrounds. Also having a proven record of contributing to the profitability of previous employers by generating income and revenue growth.**

## Experience

### July 2017 – November 2019

- **Company Name** : Al Neel Exchange Sharjah, UAE.
- **Position** : Branch Manager.
- **Duties and Functions:**
  - Monitor a large scale of foreign exchange functions and operations within the banking environment. This will include all transactions and remittances within the field.
  - Review reconciliation sheets and ensure that all sheets are balanced accordingly to the regulations and laws of the industry and bank.
  - Manage the research on both foreign and domestic markets, with the use of fundamental and technical analysis.
  - Must also be able to provide appropriate solutions and recommendations for all clients that they can handle.

# COURSES

- Anti-money laundering & combating financing of terrorism.
- Cash management, cheques.
- MCSE (Microsoft certificate System Engineer).
- A+ (Hardware & Software Maintenance).
- M.S Office Course (Word, Excel, PowerPoint & Access).
- Consultative Selling.
- Customer Service.
- Art of Selling.

## Sept 2016 – Jun 2017

- Company Name : Aghurair International Exchange,UAE.**
- Position :** Branch Supervisor.
- Duties and Functions:**
- Ensuring the smooth running of basic banking transactions.
- Looking after the short-term and long- term funding requirements of business clients and individual customers.
- Building relationships with high net worth individuals.
- Answering any financial and banking queries.
- Contribute to policy making.
- Providing advice on investments.
- Working closely with small and medium sized businesses.
- Managing and monitoring the performance of Exchange employees.

## Aug 2014 – May 2016

- Company Name : Wall Street Exchange Centre LLC, Dubai.**
- Position :** Head Teller.
- Duties and Functions:**
- Transferring money and change foreign currency more than 150 transactions per day.
- Know your customer (KYC) & Enhanced due diligence & Enhanced due diligence. Anti-money laundering & combating financing of terrorism.
- To provide the best possible Customer Service, responding to all clients.
- Currency exchange, issue drafts, electronic bank transfer, wps services
- Credit card payments & cash advance, instant cash global money transfer.
- Western union money transfer, national bonds deposit, du&Etisalat services.
- Cash collection for air Arabia tickets, ezetop services, utility payments.
- Foreign politically exposed person & shell companies.
- Compliance officer & UAE laws and regulation.
- Acceptable IDs and ID Verification.
- Cash in transit into company accounts & by Trans Gard Company.

## ○ Jan 2011 – July 2014

- **Company Name :** Al Rostamani International Exchange, UAE.
- **Position :** Teller and Customer Service.
- **Duties and Functions:**
  - Responsible for all the currency received and banking operations, which are held through my system for personal transactions and banking, whether personal or large send massive amounts must be on the speed of dealing with any suspected cases, such as money laundering.
  - This is one of my responsibilities also the country's banned in the state and the names banned from receiving & deliver the money to them and to be aware of all the codes of the banks.
  - Manage and handle the cash and cheques transactions at the teller counter.
  - Pay the salaries of the companies on a monthly basis using Raqmiyat system.
  - MoneyGram and Express money operations.

## ○ Jan 09 – Oct 10

- **Company Name :** Al Masreya Cars Mansoura, Egypt.
- **Position :** Sales Executive.
- **Duties and Functions:**
  - Responsible for highlighting features, gathering information, inspecting automobiles, comparing and contrasting competitive models and demonstrates vehicle operations.
  - Building rapport, qualifying buyers by understanding, interests and requirements of buyer, matching interests and requirements to various models.
  - Negotiating price; asking sales; completing sales or purchase contracts; closing sales by overcoming objections; explaining provisions and financing; delivering automobiles.
  - Features; explaining services and warranties; taking drives. WWA.

## ○ Oct 2007 – Dec 2008

- **Company Name :** Farma Overseas Medicine, Egypt.
- **Position :** Telesales Consultant.
- **Duties and Functions:**
  - Provided support to the sales team, ensuring all sales and service objectives were met.
  - Responsible for customer service in the medicine products, duties included answering customer queries, problem solving and providing information on new products.