

ADHAM MOHAMED

PMP | PROJECT COORDINATION | PROJECT ANALYSIS | PMO SUPPORT

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PROFESSIONAL SUMMARY

PMP-certified project and operations professional with 9+ years of experience coordinating cross-functional work, improving processes, supporting technology initiatives, training employees, and operating in complex regulated environments. Brings branch-level implementation, operational reporting, issue identification, technology-adoption, and e-commerce delivery experience to Project Coordinator, Project Analyst, PMO Analyst, Operations Analyst, and Business/Management Analyst roles.

CORE COMPETENCIES

Project Coordination | Implementation Support | Process Mapping | Stakeholder Coordination | Operational Reporting | Risk & Issue Identification | Change Support | Training | Technology Adoption | Documentation | Data Accuracy | Cross-Functional Follow-Through

PROFESSIONAL EXPERIENCE

Consumer Banking Relationship Specialist | Bank OZK

Douglasville, Georgia | May 2025-Present

- Manage 5-10 customer transactions and service requests daily, maintaining accurate records and coordinating complex cases with Back Office, the Operations Center, and Legal through resolution.
- Open approximately 20 new accounts per month, including 3-4 business accounts, through customer needs assessment, relationship building, walk-in service, and current business-account initiatives; no formal personal quota is claimed.
- Support accurate onboarding and cross-team follow-through in a regulated environment while identifying practical business opportunities during customer conversations.

Senior Banker | National Bank of Egypt (NBE)

Alexandria, Egypt | Dec 2018-Dec 2024

- Handled 20+ customers and 20+ transactions or cases per day across SWIFT/ACH, foreign exchange, remittances, inheritance accounts, letters of guarantee, checks, budgeting, petty cash, and compliance documentation.
- Managed daily transaction activity that sometimes exceeded EGP 20 million and individual cases above EGP 20 million; scope was processing and case management, not personal approval authority.
- Coordinated with Customer Service, Back Office, Audit, the Central Unit, and Head Office; prepared daily, weekly, and monthly operational reporting to support accuracy, issue visibility, compliance, and supervisory review.
- Trained approximately 5-10 employees assigned by management, typically over three-month onboarding periods, on Oracle FLEXCUBE, transactions, SWIFT/ACH, inheritance processing, CDs, customer service, compliance, documentation, and department workflows; reviewed work and corrected errors.

Customer Service Representative | National Bank of Egypt (NBE)

Alexandria, Egypt | Nov 2017-Dec 2018

- Resolved account, card, transaction, and digital-banking issues; maintained documentation and escalated recurring operational or customer issues through email, daily meetings, and reports.

Teller | National Bank of Egypt (NBE)

Alexandria, Egypt | Apr 2017-Nov 2017

- Processed and verified cash, check, deposit, withdrawal, and transfer activity; balanced daily cash and reviewed documents for accuracy and legal validity.

Call Center Representative - Vodafone UK Billing Team | ECCO Outsourcing

Alexandria, Egypt | Nov 2016-Mar 2017

- Handled inbound billing and customer-service calls, generally lasting 2-7 minutes, explaining billing information, resolving issues, and maintaining interaction records.

SELECTED IMPLEMENTATION & PROCESS HIGHLIGHTS

Inheritance Records Centralization

NBE branch implementation | approximately 2 months | 3-person branch team

- Executed the branch-level migration of 1,000+ inheritance records from paper files to NBE's centralized system within a Head Office-owned enterprise initiative.
- Entered, recalculated, and validated financial information; identified discrepancies, reported issues, and monitored post-migration accuracy, supporting faster retrieval, less paperwork, stronger auditability, and fewer repeat customer visits.

Digital Banking Adoption

AI Ahly Net to NBE Mobile | approximately 2017-2022

- Onboarded and supported 1,000+ customers through enrollment, activation, feature use, troubleshooting, and digital adoption; trained employees and translated recurring frontline issues into bug reports and improvement suggestions.
- Advocated for online Certificate of Deposit renewal, which was subsequently introduced, without claiming product design or development ownership.

Certificate of Deposit Process Evolution

Manual -> Centralized -> Department-Owned -> Digital Self-Service

- Supported the evolving process, operated centralized and department-owned stages, reviewed daily reports for correctness, and reported errors as the workflow moved toward digital self-service.

AC Direct Supply

E-commerce implementation for a business owner | 4-person team | 4 suppliers | approximately 6-month build

- Coordinated launch and operating workflows across suppliers, inventory, payment, checkout, pickup, shipping, SEO, analytics, customer service, sales, and advertising; the live operation has processed 200+ orders.
- Redesigned fulfillment after competitor and shipping-cost analysis, coordinating suppliers, freight companies, installers, and customers to enable direct supplier-to-customer shipping, reduce freight complexity and overhead, and support a workable free-nationwide-shipping strategy.

EDUCATION & CERTIFICATIONS

Education: Bachelor's Degree in Business Administration, Major: E-Commerce - Arab Academy for Science, Technology & Maritime Transport, Alexandria, Egypt | 2012-2016

Credentials: Project Management Professional (PMP), PMI - Aug 2026 | Google Project Management Professional Certificate - Mar 2026 | IBM Project Manager Professional Certificate - Apr 2026 | Google AI Professional Certificate - Apr 2026

TOOLS & ADDITIONAL SKILLS

Project / Operations: Project coordination, implementation support, process mapping, stakeholder coordination, issue identification, reporting, training, change support, documentation

Tools: Oracle FLEXCUBE; Microsoft Excel (intermediate: formulas, lookups, PivotTables, charts, conditional formatting, data organization and cleaning); Microsoft 365; Teams; Google Workspace; WordPress; WooCommerce

Languages / Authorization: Arabic - Native; English - Professional | Authorized to work in the United States without sponsorship