

Adham Mohamed

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PROFESSIONAL SUMMARY

PMP-certified operations professional with 9+ years of experience in retail banking and customer operations across the United States and Egypt. Experienced in project coordination, process improvement, business analysis, compliance documentation, operational reporting, and cross-functional delivery in regulated, high-volume environments. Targeting Project Coordinator, PMO Analyst, Business Analyst, Operations Analyst, Banking Operations, and Customer Operations roles in the Atlanta metro or remote United States.

CORE COMPETENCIES

Project Management

Project Coordination

Business Analysis

Process Improvement

Operations Management

Stakeholder Coordination

Operational Reporting

Compliance Documentation

Client Onboarding

ACH / SWIFT Operations

WORK EXPERIENCE

Bank OZK

May 2025 - Present

Consumer Banking Relationship Specialist

United States · On-site

- Coordinate customer requests and issues with internal teams, supporting timely resolution and consistent service.
- Analyze client needs and recommend appropriate solutions while maintaining accuracy and regulatory compliance.
- Identify workflow inefficiencies and contribute process-improvement recommendations and management reporting.
- Support client and account onboarding with clear documentation, follow-through, and cross-team communication.

National Bank of Egypt (NBE)

Dec 2018 - Dec 2024

Senior Banker

Alexandria, Egypt · On-site

- Managed complex account, budgeting, ACH/SWIFT, foreign-exchange, remittance, and documentation workflows.
- Coordinated cross-functional processing of financial documents and customer requests in a regulated environment.
- Improved workflows for inheritance accounts, foreign-exchange transactions, and letters of guarantee.
- Prepared operational reports and supervisory documentation while maintaining data accuracy and compliance.

Customer Service Representative

Alexandria, Egypt · On-site

- Resolved account and card issues, maintained customer records, and supported transaction processing.
- Reviewed service workflows and identified opportunities to improve data accuracy and reduce errors.

Teller

Alexandria, Egypt · On-site

- Processed and verified transactions, balanced daily cash activity, and followed banking controls.

Call Center Representative

Alexandria, Egypt

- Handled high-volume inbound and outbound calls, identified customer needs, and provided solutions.
- Consistently met qualitative and quantitative performance targets.

EDUCATION

Arab Academy for Science, Technology and Maritime Transport

Alexandria, Egypt

CERTIFICATIONS

Project Management Professional (PMP)	Project Management Institute	Aug 2026
Google Project Management Professional Certificate	Google	
IBM Project Manager Professional Certificate	IBM	

SKILLS

- Operations:** Daily Operations Management, Process Documentation, Operational Reporting, Client Onboarding
- Banking & Compliance:** ACH/SWIFT, Foreign Exchange, Regulatory Compliance, Data Accuracy
- Tools & Languages:** Microsoft Office, Excel, Google Workspace, Basic SQL, Arabic - Native, English - Professional