ADHAM MOHAMED

RELATIONSHIP BANKING | CLIENT SOLUTIONS | FINANCIAL SERVICES

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PROFESSIONAL SUMMARY

PMP-certified banking professional with 9+ years across U.S. and international banking, including current relationship-banking experience at Bank OZK and six years as a Senior Banker at National Bank of Egypt. Experienced in account opening, regulated transactions, complex case resolution, digital banking, cross-functional coordination, employee training, and implementation support.

CORE EXPERTISE

Relationship Banking | Client Needs Assessment | Account Opening & Onboarding | Consumer, Business, Trust, Estate & IRA Accounts | Digital Banking | Transaction Operations | Compliance Documentation | Complex Case Resolution | Training & Coaching | Operational Reporting

PROFESSIONAL EXPERIENCE

Consumer Banking Relationship Specialist | Bank OZK

Douglasville, GA | May 2025 to Present

- Open approximately 20 new accounts per month, including 3-4 business accounts, across consumer, business, trust, estate and IRA account types while completing needs assessment, documentation and compliance steps.
- Handle 5-10 customer transactions and service requests daily; resolve account, ATM, mobile-banking and online-banking issues and guide customers through enrollment and self-service.
- Coordinate complex cases with Legal, Back Office and Operations; make needs-based referrals to Business Banking and Wealth teams.
- Participated in pre-launch testing for Bank OZK's new mobile app, tested customer workflows, documented issues and feedback, and supported launch readiness and customer adoption.

Senior Banker | National Bank of Egypt (NBE)

Alexandria, Egypt | Dec 2018 to 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 high-value daily transaction activity that sometimes exceeded EGP 20 million while maintaining processing accuracy, reconciliation, documentation and required controls.
- Coordinated complex issues with Customer Service, Back Office, Audit, Central Unit and Head Office in a 25+ employee branch; prepared daily, weekly and monthly operational reports.
- Trained approximately 5-10 employees, reviewed work, corrected errors and served as a senior support point for difficult cases.

EARLIER BANKING & CLIENT SERVICE EXPERIENCE

Customer Service Representative | National Bank of Egypt (NBE)

Alexandria, Egypt | Nov 2017 to Dec 2018

- Resolved account, card, transaction and digital-banking issues; maintained case records and escalated recurring service and operational problems.

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Banking & Relationship | Earlier experience, selected initiatives and qualifications

Teller | National Bank of Egypt (NBE)

Alexandria, Egypt | Apr 2017 to Nov 2017

- Processed cash, checks, deposits, withdrawals and transfers; balanced cash and verified documentation and transaction controls.

Call Center Representative - Vodafone UK Billing Team | ECCO Outsourcing

Alexandria, Egypt | Nov 2016 to Mar 2017

- Handled high-volume inbound billing and service calls, explained account information, resolved customer issues and documented interactions.

SELECTED BANKING & DIGITAL INITIATIVES

Inheritance Records Centralization

NBE branch implementation | Approximately two months

- Worked on a three-person branch team that processed and validated 1,000+ records in a paper-to-system migration. Validated records, recalculated amounts, identified and escalated discrepancies, and monitored post-implementation accuracy.

Digital Banking Adoption & Support

NBE | 1,000+ customers

- Supported website, mobile and digital-service rollouts with testing, issue reporting, employee/customer training, feature guidance and post-launch support.

ADDITIONAL PROJECT LEADERSHIP

Project Manager (Freelance) | AC Direct Supply

Remote | Sep 2024 to Aug 2026 | Concurrent freelance engagement

- Managed an approximately six-month HVAC e-commerce and lead-generation implementation from planning through launch and stabilization, coordinating a five-person team, four suppliers, freight partners, installers and customer-service workflows.
- Supported an operation that completed 200+ orders and used Jira for epics, stories, tasks/subtasks, sprint/backlog tracking, acceptance criteria and QA/bug reporting.

EDUCATION & CREDENTIALS

Bachelor of Business Administration, Major: E-Commerce

Arab Academy for Science, Technology & Maritime Transport | Alexandria, Egypt | 2012-2016

Project Management Professional (PMP), PMI | Aug 2026

Google Project Management Professional Certificate | IBM Project Manager Professional Certificate | Google AI Professional Certificate

TECHNOLOGY & ADDITIONAL INFORMATION

Oracle FLEXCUBE | Microsoft Excel (PivotTables, basic IF formulas) | Microsoft 365 | Teams | Google Workspace | Jira | Monday.com (basic) | Asana (basic)

Arabic - Native | English - Professional

Authorized to work in the United States without current or future employer sponsorship.