

# Abdelrahman Taher Elbendary

Customer Relations Officer | Banking & Financial Services  
143Z New Ahmous Gate, Hadayek Al Ahram, Giza, Egypt  
+20 101 482 1069 | elbendaryabdelrahman@gmail.com

## Professional Summary

Results-driven and customer-focused Banking Professional with proven expertise in retail banking operations, core banking systems, and customer relationship management. Demonstrated success in processing financial transactions, supporting loan and credit card applications, and ensuring compliance with regulatory standards including KYC/AML. Highly adaptable with strong communication skills and a commitment to delivering efficient banking services and customer satisfaction.

## Education

Bachelors Degree in Accounting, Faculty of Commerce, Tanta University (2019 – 2023)

## Professional Experience

### Customer Relations Officer | Arab Bank Egypt (June 2024 – Present)

- Processed over 500+ monthly customer requests including cheque issuance, transfers, and VISA card handling.
- Handled financial instruments such as IDCs, LCs, and LGs with precision and adherence to compliance.
- Supported account opening, loan bookings, and credit card applications with 98% accuracy.
- Maintained high levels of customer satisfaction and operational efficiency.

### Accountant | Delta Foam Company, Egypt (Nov 2022 – June 2024)

- Managed daily cash transactions and client account follow-ups.
- Implemented accounting system improvements to streamline reporting.
- Assisted in financial planning and budgeting processes.

## Courses & Training

- INDUCTION COURSE FOR NEWCOMERS – Arab Bank
- Principles of Banking – EBI (Egyptian Banking Institute)
- Investment Manager Preparation – Stock Exchange
- Advanced KYC, AML & CTF (2022, 2023 & 2025)
- Privacy and Data Protection – Arab Bank Compliance
- Information Security Training – Arab Bank
- WOW Experience – Dynamic International
- Microsoft Office Applications – ICDL Certified

## Skills & Competencies

- Retail Banking Operations

- Core Banking Systems (e.g., Flexcube, Temenos, or similar)
  - Customer Onboarding & Account Opening
  - Loan Processing & Credit Card Services
  - KYC, AML & Compliance Awareness
  - Handling LCs, LGs, IDCs & Financial Instruments
  - Cross-Selling Banking Products
  - CRM Systems & Customer Engagement
  - Advanced MS Excel (Pivot Tables, VLOOKUP)
  - Power BI (Data Visualization & Reporting)
  - Communication, Accuracy & Time Management
- 

## Personal Information

Date of Birth: September 7, 2001

Marital Status: Single

Military Status: Exempted

Nationality: Egyptian