

Ahmed Mohamed Hamed

Banking Operations Specialist | Data-Driven Process Analyst

Dubai, UAE | +971 556648117 | ahmed224hamed@gmail.com

[LinkedIn](#) | [Portfolio](#)

PROFESSIONAL SUMMARY

Experienced banking professional with **9+ years at Commercial Bank of Dubai**, combining deep expertise in **government-related banking operations, business account handling, and financial reporting** with strong skills in **data analysis and process optimization**. Known for bridging the gap between operations and analytics, with hands-on experience in using **Power BI, SQL, and Excel** to drive efficiency, detect fraud, and improve reporting. Currently leading **Dubai Civil Defence (DCD) transaction operations**, where cross-functional collaboration, regulatory understanding, and accuracy are critical. Actively certified in data analytics and business intelligence, with a passion for improving systems and enabling data-informed decisions.

CORE COMPETENCIES

- **Banking Operations & Compliance:** Business accounts, DCD/Immigration payments, process accuracy
 - **Process Optimization:** Workflow automation, fraud detection, cross-department coordination
 - **Data Analytics & Visualization:** Power BI, SQL, Excel (PivotTables, Power Query, DAX)
 - **Reporting & Decision Support:** Dashboard creation, ETL pipelines, financial trend analysis
 - **Cross-Functional Leadership:** Liaising with DCD officers, training staff, managing approvals
 - **Digital Transformation Awareness:** Adapting to tools and practices that enhance productivity
-

PROFESSIONAL EXPERIENCE

Commercial Bank of Dubai (CBD) – Dubai, UAE

Banking Operations Specialist | Jan 2016 – Present

Dubai Civil Defence (DCD) Transactions & Teller Operations (2023 – Present)

- Appointed as the **business lead** for Dubai Civil Defence (DCD) transactions due to deep expertise in DCD systems, procedures, and cross-functional collaboration with government officers.
- Acted as the main point of contact between CBD and DCD to **secure necessary approvals, validate processes**, and ensure payment accuracy.
- Responsible for **training all new staff** assigned to DCD-related duties, as I could develop a **complete understanding** of DCD workflows, system requirements, and cross-department communication.
- Managed full teller responsibilities, including **cash collection, credit card and cheque payments**, and daily financial reporting — all performed with 100% accuracy and regulatory alignment.
- Played a critical role in ensuring **end-to-end compliance and operational readiness** for all DCD-related banking transactions.

Bank Teller – Dubai Immigration Department Focus (2018 – 2022)

- Handled daily transactions for Dubai Immigration-related services across multiple CBD branches, including **cash deposits, refunds, credit card transactions**, and reconciliation reports.

- Ensured operational excellence and financial accuracy while working under high-volume conditions.
- Frequently reassigned to major CBD locations, including **Dubai Airport – Terminal 2**, where I served as **team leader and staff trainer**.
- Conducted daily financial reporting and ensured all transactions complied with internal policies and regulatory standards.

Customer Service Agent – Business Department (2016 – 2018)

- Specialized in **opening company bank accounts**, including document review, risk checks, and account eligibility assessments.
 - Handled **account updates, closures**, and ensured smooth onboarding and regulatory compliance for corporate clients.
 - Trained and supervised new staff, eventually serving as **team leader** of the business service group.
 - Developed a reputation for accuracy, professionalism, and deep understanding of business account procedures.
-

ANALYTICAL SKILLS DEMONSTRATION PROJECTS

Retail Sales Performance Dashboard – SQL, Power BI

- Designed and developed a comprehensive dashboard to analyze retail sales data, identify revenue trends, and highlight underperforming segments.
- Demonstrated ability to transform raw data into actionable insights using **SQL queries and Power BI visuals**.

Customer Segmentation & Churn Analysis – Excel (Power Query), Power BI

- Created a simulated customer dataset to practice segmentation strategies and churn prediction techniques.
- Used **Power BI dashboards** to visualize customer behavior and explore retention improvement opportunities.

Sales KPI Monitoring Dashboard – DAX, Power BI

- Built a reporting tool to track key performance indicators across sales channels using sample data.
 - Applied **DAX measures** to evaluate historical trends and profitability, showcasing reporting and modeling capabilities.
-

EDUCATION & CERTIFICATIONS

- **Bachelor of Business Administration** (Minor: Accounting & Finance)
Alexandria University | Dec 2015
- **Google Data Analytics Professional Certificate** – Coursera, 2024
- **Power BI Data Analyst Certification** – Abdulla Al Ghurair Foundation, 2024
- **Currently Upskilling** in SQL querying, data storytelling, and business intelligence best practices.