

Mai Salah Abdel Fattah

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OBJECTIVE

To always acquire the ultimate experience and skills from the different positions I occupy in order to develop my career and to get new exposures in different areas.

EDUCATION

Faculty of Commerce - English Section

Cairo University 2008 Grade: Very Good

WORK EXPERIENCE

Professional Experience

Employer	Department	Position	Duration
QNB ALAHLI	Total Quality Management	Quality Assurance Specialist	04-Jan-2018 Current
QNB ALAHLI	Automated Clearing House	Senior Direct Executive	23-Sep-2012 02-March-2016
QNB ALAHLI	Call Center	Outbound Tele-Counselor	1-May-2012 till 20-Sep-2012
QNB ALAHLI	Call Center	Inbound Tele-Counselor	22-Aug-2010 till 30-Apr-2012
The United Bank	Card Center	Customer Operation Officer	1-Apr-2009 till 19-Aug-2010

Summer Training

- ☐ Commercial International Bank -Loans Department from 25/6/2006 till 31/8/2006.
- ☐ Commercial International Bank -Credit Department from 01/7/2007 till 15/8/2007.

Current Duties & Responsibilities

- Play the role of quality checker inside QNB AALHLI group. They are responsible for visiting and examining the level of service providing in both “Customer Contact Points” (e.g. all types of branches, call center, direct banking, etc....) and “Operations & Transactions Processing” (e.g. HO operational centers, B.O. departments, etc....).
- . Follow the set plan to conduct visits to different QNB ALAHLI Group branches, departments, centers, subsidiaries, etc.... as per the set action plan with the aim to ensure that the same quality of service is provided throughout all the group.
- Work on diffusing the “Quality Discipline” to be a part of QNB AA Group culture, in addition to

integrating the concept of team work and cooperation between different bank channels, back office centers, and all other departments to guarantee a successful TQM implementation.

- Maintain ongoing and latest awareness of QNB Group branding and image standards, to ensure the unity of image among all the Bank channels and HO departments.
- Ensure during their visits that the initiatives and enhancements already introduced and implemented by Quality Department “Planning Team” is on place and correctly implemented throughout the branches / departments.
- Coordinate with the Planning and analysis team to identify area of compatibility or incompatibility with the applied enhancements, bank image, desired level of quality of service etc.... in relationship with the real world, local culture, and requirements.
- Observe QNB ALAHLI staff members’ and ensure their abidance by the Bank rules in terms of appearance, dress code, in addition to the general appearance of the branch and desks. Accordingly, escalate and report to HR in order to take the proper action.
- Prepare necessary reports with the observations to be presented to the bank management upon request, and take necessary escalation / corrective actions to overcome, solve it and return to the right track.
- Elaborate materials, organize events, internal competitions, conferences, etc...., in coordination with the concerned departments, to train the Bank employees and develop their quality perspectives with the aim to diffuse quality aspects within the Bank culture.
- Apply Permanent Supervision, Compliance and Money Laundering, Operational Risk, and Workplace Success Guidelines whenever and wherever possible.
- Ensure correct adoption of policies and procedures to guarantee that the bank’s business is conducted in compliance with local laws, internal rules and regulations, as well as international standards.

Previous Duties & Responsibilities

- Supervise and monitor all the transactions processed by the Direct Credit/Debit Executives & Senior Executives, ensuring the accurate processing of data & smooth flow of operations.
- Review & validate all entries (transactions' instructions, rejections, cancellations & returns) conducted on the Core Banking System.
- Follow up the correct upload of transactions' files and monitor their execution on the ACH system as well as the processing of these files on the Core Banking System.
- Handle any disputed transactions on the ACH system in coordination with the Egyptian Banks Company and ensuring the return of money to clients for further reprocessing, according to clients requests.
- Investigate any discrepancies that may arise between the Pre-settlement Report, the Booking Report and the transactions executed during the window. Ensure the correction of such discrepancies, and report them to the Head of the ACH Center.

- Ensure the correct functioning and implementation of the Permanent Supervision, Compliance and Money Laundering, Operational Risk, and Workplace Success Guidelines whenever and wherever possible.
- Ensure the correct adoption of policies and procedures in order to guarantee that QNB ALAHLI business is conducted in compliance with Local Laws, Internal Rules and Regulations, as well as, International Standards.

LANGUAGES

- Arabic – Mother tongue.
- English – Very Good Reading, Writing & Speaking

COMPUTER SKILLS

Word	Excellent
Excel	Excellent
Power Point	very Good
Access	Fair
Internet	Excellent

PERSONAL SKILLS

1. Interactive and fast to learn new technologies and science.
2. Research abilities.
3. Adaptable and a team player.
4. Committed and demonstrate initiative.
5. Focused on developing a breadth of skills.
6. Hard worker.

PERSONAL DATA

Birth date : 18/05/1987
Place of Birth : Egypt
Marital status : Married

References are available upon request