

Adam Ahmed Abd Ellatif Radwan

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Abu Dhabi, UAE . Egyptian . 05 / 12 / 1991

PROFESSIONAL SUMMARY

Dedicated and results-oriented professional with extensive experience in both customer service and accounting roles. Demonstrated excellence in providing superior customer support, resolving complaints, and promoting banking products to achieve sales targets and enhance customer satisfaction. Skilled in financial reporting, account reconciliation, and budget management, with a strong grasp of GAAP/IFRS standards. Proficient in utilizing advanced banking software and CRM tools to streamline processes and ensure regulatory compliance. Adept at identifying customer needs, recommending appropriate solutions, and managing financial operations to drive organizational success.

PROFESSIONAL EXPERIENCE

Branch Sales Manager

Al Afrah Chocolate and Flowers, Abu Dhabi

Apr 2024 - Present

Responsibilities:

- Develop and implement sales strategies to achieve branch revenue targets, enhance market share, and optimize customer satisfaction through effective team management.
- Build and maintain strong relationships with key clients, ensuring high-quality service delivery, timely issue resolution, and consistent client engagement to foster loyalty and repeat business.
- Analyze branch performance metrics, generate regular sales and operational reports, and adjust strategies to maximize profitability, align with business goals, and improve sales team productivity.

Scoring Officer Very Small Enterprises

SME's Group - Banque Du Caire, Egypt

Jan 2022 - Jan 2024

Responsibilities:

- Evaluate the creditworthiness of very small enterprises by analyzing financial statements, credit reports, and other relevant data.
- Conduct thorough risk assessments and determine credit scores based on established criteria.
- Gather and verify financial information from various sources including tax returns, bank statements, and business plans.
- Analyze financial data to identify trends, risks, and opportunities.
- Prepare detailed credit assessment reports and maintain accurate records of all evaluations.
- Approve or decline loan applications within delegated authority limits.
- Offer guidance and advice to very small enterprises on improving their credit profiles.
- Ensure all credit assessments and decisions comply with internal policies and external regulations.

Customer Service and Sales Representative

Banque Du Caire, Egypt

Jan 2018 - Jan 2022

Responsibilities:

- Provide excellent customer service by addressing inquiries, resolving complaints, and ensuring high levels of customer satisfaction through excellent service.
- Assist customers with account-related questions, including opening and closing accounts, updating information, and understanding bank services.
- Promote and sell banking products such as loans, credit cards, and savings accounts.
- Achieve sales targets and contribute to branch profitability.
- Identify customer needs and recommend appropriate banking products.
- Monitor and report on customer accounts to ensure compliance with banking regulations.
- Proficient in banking software and customer relationship management (CRM) tools.

General Accountant

Giza General Contracting and Real Estate Investment , Sadat City

May 2016 - Dec 2017

Responsibilities:

- Prepare and analyze financial statements, including balance sheets, income statements, and cash flow statements.
- Manage and process invoices, ensuring timely payments and collections.
- Reconcile accounts payable and receivable ledgers.
- Assist in the preparation of budgets and financial forecasts.
- Monitor budgetary performance and report variances.
- Prepare and file tax returns, ensuring compliance with local, state, and federal regulations.
- Provide necessary documentation and explanations to auditors.
- Analyze expense reports and ensure compliance with company policies.
- Strong knowledge of Generally Accepted Accounting Principles (GAAP) or International Financial Reporting Standards (IFRS).

EDUCATION

Bachelor of Commerce

Major: Business Administration, Tanta University

Grade: Good

2011– 2014

TRAINING COURSES

- **Sales and Customer Care Egyptian Bank Institute - 2022**
- **Business Etiquette - 2020**
- **Forgery and Falsification Egyptian Bank Institute - 2019**
- **Customer Service Professional**

SKILLS

- Customer Service Excellence
- Sales Target Achievement
- Financial Reporting & Analysis
- Budgeting & Financial Forecasting
- Tax Compliance & Preparation
- Audit Support & Documentation
- CRM Tools Proficiency
- Client interaction
- Teamwork
- Banking Software Expertise
- GAAP/IFRS Standards Compliance
- Credit assessment
- Accounts Payable & Receivable Management
- Microsoft Excel proficiency
- Effective Communication & Interpersonal Skills
- Risk assessment
- Financial statements

LANGUAGES

- **Arabic: Mother Tongue**
- **English: Excellent**