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Amr Galal Helmy

Objective:

To secure a position that utilizes my years of experience and challenges my skills, while allowing me the opportunity to add value as well as grow professionally.

Personal Data

Nationality: Egyptian

Marital Status: *Married with 3 children*

Date of Birth: *August 1st, 1976 Egypt.*

Work History

Oct. 2016 – Present Arab Advanced Technologies Manama, Bahrain
Business & Technology Consultant

- I provided consultancy services and manage projects/facilities, for Clients ranging from home/small business to Enterprise. Such services include:
 - Business process setup, redesign and alignment to entity standards & goals.
 - Development of new business lines or models, and enhance or redesign existing ones.
 - Developing and writing Business Manuals and procedures.
 - Developing and writing Customer service and issue handling & resolution procedures.
 - Preparation of Job descriptions and role mapping.
 - Designing inter-departmental relations and procedures.
 - IT projects management, from infrastructure design and upgrade to helpdesk procedures development.

Oct. 2008 – Sep. 2016 SICO Investment Bank Manama, Bahrain
Head of Client Relations

- Established and the scope of work and set the roles & responsibilities of the Client Relations department members as well as developed their Job Description documents.
- Prepared the yearly budget for the department.
- Set quantifiable targets and performance assessment criteria for the CR team.
- Managed the day-to-day functions of the department, and was the first point of escalation for any client-related issue.

- Worked in close collaboration with Risk and Compliance departments on redesigning and streamlining the existing client agreements.
- Prepared periodical MIS reports and presentations for top management.
- Served as the complaints officer, where I was the recipient of all Clients' complaints, and prepared a quarterly report for all complaints to be submitted to the Central Bank of Bahrain (CBB).
- Served as the main contact for the CBB customer enquiry and blocking system.
- Developed a comprehensive RFP and technical document for a CRM and DMS system to enhance, further streamline and integrate the department's functions within other departments' functions.
- Led successful negotiations with potential Clients, both individual and corporate.
- Established and managed the clients' KYC and Due Diligence procedure and documents update & maintenance.

In addition to my duties as the Head of Client Relations, I took on some tasks and projects, such as:

Core Banking Systems (T24) Implementation project Coordinator/Co-manager:

- Coordinated and led the user orientation and subsequently training sessions and took ownership over such sessions to ensure their effectiveness and efficiency.
- Positively participated in the planning and preparation of the project master plan and sub-project plans and their successful implementation.
- Led the process of data cleansing and migration.
- Ensured the integrity of Data and Parameters with project consultants and various departments' users.
- Arranged for users/consultants' meetings and managed such meetings to arrive at agreements in relation to procedures, functionality and expected output.
- Set the Master hierarchy by which the different branches and companies would be represented and consolidated within the system.
- Successfully led the User Acceptance Testing (UAT) for T24.
- Acted as a liaison between business users and implementation consultants to resolve issues and provide clarifications.
- Developed and maintained an "issue log" which resulted in resolving more than 75% of issues raised before the initial Pre-Live testing.

- Efficiently and effectively coordinated and supported the parallel run of systems as a preparation for the Go-Live of T24.
- Managed the business users and helped them stay focused under difficult and stressful conditions.
- Acted as the users' first line of support.
- Designed and produced new procedure manuals for various functions for all departments in relation to T24 and a comprehensive reports catalog for all reports generated by and for all departments.

Agency Brokerage business line development:

- Developed a new model for Securities Agency Trading.
- Conducted presentations and workshops for middle and top management to get them acquainted with the new model and managed to obtain the top management's approval and go ahead.
- As a part of the master document for the new business line, I prepared Manuals and Procedures documents for all departments involved in the process of the new Agency business, such as Brokerage, Client Relations, Operations and others.
- Prepared training material and held training sessions for related departments staff on the new model.
- Spearheaded negotiations to setup the business relationships with MENA counterparts, brokers and custodians in relation to the new Agency business line.
- Headed the development of the new agreements for the Agency model for both clients and counterparts in close collaboration with Legal, Risk and compliance departments.

Jul. 2006 – Sep. 2008 SICO Investment Bank Manama, Bahrain

Client Relations - Associate

- Initiated and established the Client Relations section under the Brokerage Department.
- Set the procedures and escalation hierarchy for client issues and complaints.
- Streamlined Clients issue handling procedures, which resulted in reduction of Client complaints by 95% during the first year.
- Prepared and lead the separation of CR as a section under Brokerage department and launched the independent department.

Mar. 2004–Jun. 2006 SICO Investment Bank Manama, Bahrain

IT Professional “Systems and Network Administrator”

- Managed and monitored all networking activities, including ISA Server, Exchange server, and the domain controller.
- Was able to successfully reduce the user connectivity downtime by more than 80%.
- Handled all Domain controller, Database server, Operating systems, and applications Installation and maintenance.
- Managed to perform full scale Servers, Systems, Database, and Users’ profiles migration with 0% downtime and at a success rate of 100%.
- Re-wrote all IT procedure manuals to be more detailed and efficient, in terms of Help Desk, Infra Structure, Network support... etc.

Oct. 2002 – Feb. 2004 Telesis Computers W.L.L. Manama, Bahrain

Showroom Manager, and Business Development Executive

Jul. 1998 – Sep. 2002 Harmony Computers Giza, Egypt

Sales & marketing and Head of Customer Support & Maintenance

Mar. 1997– JUN 1998 E.C.O. W.L.L. Cairo, Egypt

Sales & Marketing and Head of Maintenance

Jun. 1996 – Feb. 1997 Glory Computer systems. Giza, Egypt

PC Maintenance Technician

Education 1994 - 2001 University of Helwan Egypt

B.Sc. in Commerce and business administration.

1992 - 1994 Orman Seconday School, Egypt (Science Section)

Interests & Hobbies

Football (Soccer), Squash, Swimming, Electronics & technology, Driving, Music and Movies.

Languages

Fluent Arabic and English, both written and spoken.

Courses Completed

- Customer relationship Management and excellence in Customer Service, at ThinkSmart for Development & Training, Bahrain, December 2014.
- Managing Change, at BIBF, Bahrain, March 2010.
- Leadership Skills, at BIBF, Bahrain, November 2009.
- Islamic Treasury and Liquidity Management, at BIBF, Bahrain, February 2009.
- Quality communications for Managers, at BIBF, Bahrain, April 2007.
- Anti Money-Laundering Advanced Course, at BIBF, Bahrain. July 2006.

- Microsoft Certified Solutions developer (MCSD), at New Horizons, Bahrain. April – November 2005.
- Computer and Electronics sales and marketing at ECO, Egypt. March June 1997.
- General PC maintenance and Assembly, at Glory computer systems, Egypt. Summer 1995.

Event Organization Activities

- Planned and conducted various presentations related to new product launch, and product orientations. SICO, Bahrain 2004 to 2016.
- Participated in ECO as coordinator, in Alexandria Fair for Mobiles, Sheraton El-Montazah, April 1998.
- Supervised, with ECO, the Delivery of more than 3000 computer systems to the Egyptian Ministry of Education between July 1997 and February 1998.
- Organized and supervised a fair for computers and their supplies at Ain-Shams University, October 1997.
- Participated in the organizing team for Several Marlboro music festivals, Egypt, “Rock On” 1993-1994.

Computer Skills

- Excellent experience with different operating systems (Windows, Linux, iOS, Android...etc.)
- Excellent knowledge of MS Office applications, and Open Office Suites.
- Excellent knowledge of networks and IT infrastructures.