

PERSONAL PROFILE

Name : Omar Abdelhakeem Gamal Ali
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Address : Cairo, maadi
Phone : 01147500223
Birthday : 7-10-1995
Marital states : Single
Military states : Exempt

EDUCATION

Faculty of commerce, Cairo University.
Bachelor of commerce, financial accounting department.
Graduation year (2018).

EXPERIENCE

"NBE BANK"

[Direct sales]

(2021 - 2021)

- °Direct sales speciality on retail loans and credit cards.
- °Prospect and qualify new sales leads
- °Schedule meetings and presentations with prospects and existing.
- °Looking at (i-score) statement to confirm the client's right from the debt.
- °Create, plan, and marketing presentations bank products.
- °Track all sales activities CRM system and keep current by updating account information regularly.
- °Facilitating procedures and support granting of approvals through the competent departments.
- °Building a network of acquaintances and clients by spreading, negotiating and correcting information.
- °Develop strong, ongoing relationships with prospects and existing customers long lasting.
- °Achievement the target and close a business duties deals.

"EBE BANK"

[Customer service representative]

(2018 - 2021)

- °Customer care representative, Handling customers and aiding of they needs and solve their problems.
- °Knowledge base in a technical and banking system including.
- °Awareness how to Providing the products of bank with selling and marketing processes.
- °Receiving customers requests, complains, standing orders and follow up back to proceeding solved compliance.
- °Using (fincale) operations system.
- °working on card center system (citrix) dr,cr (cms-fimi).
- °troubleshooting on-off line banking service such as E-banking, vasco (token) system, E-wallet (tms-dwp), (miza) card cms system, (visa) OTP system.
- °Presented a suitable solutions and giving the best choices to customers for investing their funds into the bank.
- °Providing services of the highest quality to reach customer satisfaction.

"East zeit petroluem (zeitco)"

[Accountat as a trainee]

(2016 - 2017)

- °Training in accounts payable and receivable, collecting checks and auditing fields at financial of department.
- °Using oracle system.
- °Have got two (certification) respectively from company for a training.

CUALIFICATIONS

- °Excellent in communication and negotiation skills.
- °Very good at english.
- °computer skills (microsoft office) .
- °ability to handle multi tasks on a daily works and comfort.
- °Innovative active person and reliable.
- °hard worker and flexible, work under stress.
- °Sales and customer services skills.
- °Fast learner, Patient to education.
- °Selling and marketing planning Strategy.