

# Aya Tallah Ahmed Yacoup Hassan

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## EDUCATION

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### Bachelor of Commerce and Business Administration Faculty – Helwan University, Zamalek

09/2020 - 07/2024

- Major in Business and Information Systems Program BIS ([certification](#))
- GPA: 3.72
- Overall Degree: (A) Excellent with honors
- Graduation Project Summary: my team and I created a website similar to LinkedIn and wazzaf but just for students (undergrads and fresh graduates) a community where they can search and apply for internships, summer training and scholarships with their education and the little experience and skills they have, the website was created with its own business plan and system design.
- Graduation Project Degree: (A+) Excellent

## CURRENT JOB

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### Personal Banker – Commercial International Bank Egypt “CIB”

02/2025 – Present

- Provide customers with basic information on all Bank’s products/services to increase Customer awareness & ensure a high level of quality service.
- Achieve assigned targets/volume/attrition/x-sell/deep-sell for the branch in both assets and liabilities to ensure that targets are met through walk-in, relationship building and depending on existing customer base and companies as well as new to bank clients in a transparent & ethical way.
- Handle customers’ queries and complaints and ensure effective closure of complaints within the set TAT& SLA to reach customer satisfaction and loyalty

## PREVIOUS JOB

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### Sales Agent Representative at Triple play service shop – Orange Egypt for Services

09/2024 – 02/2025

- Performing daily operational functions related to cash area including cash/non-cash transactions, internet and mobile services transactions and provides a superior service level to all customers.
- Gaining experience in working with Sibel (Oracle), excel spreadsheets, emails and payment platforms.
- Handling different and difficult situations with customers and troubleshooting their problems.

## COURSES COMPLETED

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### Data Analysis Diploma – Amit Educational Institution

6/2025 - 9/2025

- Successfully completed the diploma, enhancing my understanding of data analysis through Advanced Excel, PowerPI, Python and SQL
- Gaining knowledge and understanding of data preparation , exploration , cleaning and communication.
- Completed various projects and creating dashboards.

### Introduction to Database and Basics of SQL – El Mentor Online Courses

9/2024 - 9/2024

- Successfully completed the course, enhancing my understanding of SQL and revisiting foundational knowledge to strengthen my overall expertise and knowledge about databases. ([certification](#))

### AI Career Essentials – ALX AICE Africa Online

8/2024 - 9/2024

- Successfully completed the program with score of 93.78% , acquiring new knowledge about AI usages and how to prompt in an effective way ([certification](#))

### Front-End Web Design Course – MEC Academy

10/2022 - 1/2023

- I have successfully completed the course in time and gain basic knowledge and practice HTML , CSS and JavaScript ([certification](#))

### Scientific Computer Center Career Development Course – Cairo University (Online)

03/2020 - 03/2021

- Successfully Completed the Full ICDL course, English Language course and soft skills Course. ([certifications](#))

## INTERNSHIPS

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### National Bank of Egypt Summer Internship 2023 – Head Office, Boulak.

08/2023 - 09/2023

- Successfully Completed the internship at the Human Resource Department with a ([certifications](#))
- Trained with many employees in different fields in the HR Department: L&D, Talent Acquisition, Compensation and benefits, Culture, performance management and organization development.

## EXTRACURRICULAR ACTIVITIES

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### Quality Management committee member at THREEDOS, Helwan University student activity (2021 - 2022)

### HR&D section Vice President at THREEDOS, Helwan University student activity (2022 - 2023)

- Achievements: ([Certifications](#))
- Named The Best QM member in the first year.
- Learned a lot about the Human Resource Department.
- Gained Knowledge and Experience in Quality management, Leadership and Teamwork.

## COMPETENCES

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|----------------------|---------------|----------------------------|
| • Time Management    | • Flexibility | • Communication            |
| • Project Management | • Teamwork    | • Commitment to excellence |

## LANGUAGES

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- English (Excellent written and spoken)
- Arabic (First language)