

Muhamed Hatem Mustafa Saleh

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Profile Summary

Hard working , challenging and enthusiastic with retail banking knowledge. Familiar with banking software systems such as CRM , Flexcube , XCS , ACI. Seeking to use my knowledge and advanced communication skills to effectively serve the business

Education

Bachelor's Degree in Law – Faculty of Law (2019- 2023)

Graduated with Good from Asyut University

Experience

Customer Service Representative

Orange, Etisalat, and Octopus (Novmer 2024 – October 2025)

- Attended training sessions on sales techniques, product knowledge, customer relationship management and one-on-one coaching to improve the performance and achieve targets.

- Handled customers queries and complaints and ensure effective closure of complaints to reach customer satisfaction.

Core Proficiencies

Technical Skills:

- Proficiency in Microsoft Excel, word and other relevant software.
- Proficiency in financial software and tools
- Knowledge of banking systems.

Personal Skills:

- Communication,presentation,organizing skills.
- Creativity in Problem Solving.
- Time management.
- Ability to work under pressure and within team.

Language skills

English B2