

# Donia Abdelgelil Badran

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Cairo, Egypt

## ABOUT

Versatile professional with a background in marketing and banking, blending strong communication skills with a problem-solving mindset. Adaptable and reliable, with experience using digital tools to support smooth, efficient problem solving.

## EDUCATION & CERTIFICATIONS

2018 - 2022	<b>Misr International University</b> Bachelor of Mass Communications Major: Integrated Marketing Communications GPA 3.51 - honors degree TopAchieverofMIU'sMassCommunicationdepartment (2018/2019)
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## PROFESSIONAL EXPERIENCE

Feb 2025 - Present	<b>Banque Misr</b> Private Payroll Relationship Manager <ul style="list-style-type: none"><li>Managing payroll administration for 450+ companies, ensuring activation, compliance, and accurate transfers</li><li>Coordinating employee facilities linked to payroll while maintaining regulatory requirements</li><li>Liaising with branches and clients to resolve payroll issues and support reporting</li></ul>
Aug 2024 - Feb 2025	<b>Mashreq Bank</b> Service Associate, CCU <ul style="list-style-type: none"><li>Managed high-volume complaints and case resolution</li><li>Collaborated with cross-functional teams on service gaps and systemic fixes</li><li>Delivered insights to senior management to enhance customer satisfaction</li></ul>
Sep 2022 - Jul 2024	<b>Emirates NBD</b> SMEs and Business Banking Customer Service (Jun 2023 - Jul 2024) <ul style="list-style-type: none"><li>Resolved complex SME inquiries and ensured efficient case handling</li><li>Communicated with corporate departments for issue resolution</li><li>Provided clear documentation and mentored new team members</li></ul> Retail Customer Service (Sep 2022 - Jun 2023) <ul style="list-style-type: none"><li>Delivered customer support for retail banking products</li><li>Participated in training to enhance service skills and system knowledge</li></ul>

## SKILLS

Customer Relationship Management (CRM)  
Digital Communication & Coordination  
Technologically Adaptable (Adobe programs, Microsoft Office, CRM software, CMS platforms)  
Research & Reporting  
Fluent in Arabic (native) and English (fluent professional proficiency)