

RWAA MOSTAFA IBRAHIM

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SUMMARY

Dedicated and detail-oriented Insurance Specialist with professional experience at Allianz, currently serving at ADCB. Graduated from Badr University In Cairo with a degree in Business Administration, majoring in Accounting. Skilled in insurance operations, risk assessment, and client relationship management. Known for delivering accurate, efficient service while maintaining full compliance with industry standards. Strong communicator with a strategic mindset, committed to supporting organizational goals through reliable and client-focused solutions.

WORK EXPERIENCE

Insurance Specialist at ADCB , Allianz Egypt company

Jan 2025 - Current

- Experienced Insurance Specialist at ADCB Bank, representing Allianz Egypt, with a solid background in insurance consulting, policy management, and customer service. Adept at identifying client needs, delivering tailored insurance solutions, and ensuring seamless coordination between banking and insurance services. Skilled in cross-selling insurance products, handling claims efficiently, and maintaining compliance with industry and regulatory standards. Known for strong interpersonal skills, attention to detail, and a client-first approach that supports business growth and customer satisfaction.

Summer Internship , Banque Masr

July2021 - Aug 2021

- Proactive and enthusiastic business student who successfully completed an Online Summer Internship with Banque Misr. Gained valuable exposure to core banking principles, financial services, and digital banking operations through structured virtual training and practical assignments. Developed a strong understanding of customer service, financial products, and compliance standards in the banking sector. Demonstrates excellent time management, adaptability, and a commitment to continuous learning in both virtual and professional environments.

Property Advisor , The Address Investments

March2023 - April 2023

- Advised clients on buying, selling, and renting residential and commercial properties. Conducted market research, arranged property viewings, negotiated deals, and ensured smooth transaction processes. Maintained strong client relationships and consistently met or exceeded sales targets. Stayed informed on real estate laws, zoning regulations, and financing options to provide accurate, up-to-date advice. Collaborated with legal teams, developers, and mortgage consultants to ensure smooth transaction processing and compliance. Maintained an up-to-date CRM database of leads, listings, and client interactions, streamlining the sales process.

- Developed and executed digital marketing strategies for diverse clients across industries, focusing on social media management, SEO, content creation, and online advertising. Managed paid ad campaigns (Google Ads, Facebook/Instagram Ads), optimizing budgets and achieving up to increase in ROI / engagement / leads. Designed and implemented content plans, driving follower growth or engagement on social platforms. Conducted market research and competitor analysis to tailor campaigns for client goals. Built and maintained client relationships, delivering projects on time and ensuring measurable results.
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EDUCATION

Bachelor of Business Administration

Sep 2018 - July 2022

Badr University In Cairo

- Specialization in Accounting
 - Thesis on "The effect of international trade in Asia countries ".
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COURSES

- English course at AUC
 - HR Course at AUC (OB & Recruitment & Competitions and Benefits and ERM)
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ADDITIONAL INFORMATION

- **Technical Skills:** Insurance Management Systems, Banking & Financial Systems Knowledge, Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Knowledge of Financial Products and Services, Excel Functions & Data Analysis.
- **Languages:** English, Arabic