

MIRNA MOHAB ZAHRAN

SENIOR BANKER

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OBJECTIVE

Obtain a Challenging Position in a Respectable Company to Build and Improve Abilities to Good Use.

EXPERIENCE

Dec 2024 – Present

Senior Banker, Card Center Midbank

- Checker responsible for the Debit Cards Issuance team (team of 4 makers)
- Checker responsible for the Credit Cards Issuance team, including reviewing applications and booking credit cards on system
- Responsible for everyday reporting
- Supports the Settlement team as a checker
- Supports the KYC team as a checker
- Checker for the Maintenance team
- Supports the cancellation team as a checker
- Supported the launch and implementation of the new banking system T24
- Open and close users to the branches colleges

Sep 2019 – Nov 2024

Banker staff, Card Center ATMs Settlement The United Bank of Egypt

- Provide ATM troubleshooting support for branch operations to include testing of ATM, electronic journal, balance and settlement processes and assist back office in out of balance conditions
- Seeking solutions to ATM or Card services needs
- Completes ATM settlement and balancing report entries
- Researches and resolves ATM dispense and deposit outages

Nov 2016 – Aug 2019

Banker staff, Electronic Banking

The United Bank of Egypt

- Handling Customers Complaints and orders. Seeking solutions to ATM or Card services needs
- Answering Inquiries of branches staff and other departments.
- Mentoring new joiners
- Issuing new Internet Banking and Mobile Banking users for individuals and corporates, Payroll & Wallet

Mar 2015 – Oct 2016

Customer Service Agent

The United Bank of Egypt

- Handling Customers Complaints and inquiries
- Aligning with different departments and branches for solving the customer's problems
- Mentoring new joiners

Jan 2015 – Mar 2015

Audio Specialist

Dozzan for Advertising Business

Summer Internship

Raya Contact Centre

Finance Internship

Juhayna Food Industries

EDUCATION

2013

Faculty of Commerce Ain Shams University

Accounting Major

Cumulative grade: Good

General Secondary Certificate

Saint Mary language School

COURSES

2022 – 2024	Marketing and Digital Marketing Mini-MBA The American University in Cairo
May 2024 – Jul 2024	Principles of Marketing The American University in Cairo
Mar 2024 – Apr 2024	Project Management The American University in Cairo
Dec 2023 – Mar 2024	English Course The American University in Cairo <ul style="list-style-type: none">Completed up to level A2D
Apr 2024	Digital Banking and Fintech The Egyptian Banking Institute
Dec 2023	Supervisory Skills The Egyptian Banking Institute
Dec 2023	Cards Operation and Settlement The Egyptian Banking Institute
May 2015	English Course Change Business Training Center <ul style="list-style-type: none">Level 9 to level 12 Principles of Banking Certificate The Egyptian Banking Institute <ul style="list-style-type: none">Development of The Banking SectorBank Accounts and DepositsRetail Banking OperationsSmall and Medium EnterprisesForeign Trade Finance OperationsCredit and Financial AnalysisCapital Market structure and OperationsTreasury Operation and Structure

Electronic Payment Technology

The Egyptian Banking Institute

- Transactions
- Master Card & Visa
- Electronic Funds Transfer
- ATM
- POS
- Switch

LANGUAGE SKILLS

- **Arabic:** Native
- **English:** Excellent
- **French:** Fair

COMPUTER SKILLS

- Ms Windows, Word, Excel, Power Point
- T24 System
- SAP System
- Internet Usage (Microsoft Office)
- ICCS System
- CMS System
- Equation System
- Citrix System
- Laser Fiche
- E_Banking System (Individuals & Corporate), Fawry System & Token