

# MIRNA MOHAB ZAHRAN

SENIOR BANKER

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## OBJECTIVE

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

## EXPERIENCE

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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

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**EDUCATION**

2013

**Faculty of Commerce Ain Shams University**

Accounting Major

Cumulative grade: Good

**General Secondary Certificate**

Saint Mary language School

## COURSES

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2022 – 2024	<b>Marketing and Digital Marketing Mini-MBA</b> The American University in Cairo
May 2024 – Jul 2024	<b>Principles of Marketing</b> The American University in Cairo
Mar 2024 – Apr 2024	<b>Project Management</b> The American University in Cairo
Dec 2023 – Mar 2024	<b>English Course</b> The American University in Cairo <ul style="list-style-type: none"><li>Completed up to level A2D</li></ul>
Apr 2024	<b>Digital Banking and Fintech</b> The Egyptian Banking Institute
Dec 2023	<b>Supervisory Skills</b> The Egyptian Banking Institute
Dec 2023	<b>Cards Operation and Settlement</b> The Egyptian Banking Institute
May 2015	<b>English Course</b> Change Business Training Center <ul style="list-style-type: none"><li>Level 9 to level 12</li></ul>
	<b>Principles of Banking Certificate</b> The Egyptian Banking Institute <ul style="list-style-type: none"><li>Development of The Banking Sector</li><li>Bank Accounts and Deposits</li><li>Retail Banking Operations</li><li>Small and Medium Enterprises</li><li>Foreign Trade Finance Operations</li><li>Credit and Financial Analysis</li><li>Capital Market structure and Operations</li><li>Treasury Operation and Structure</li></ul>

## **Electronic Payment Technology**

The Egyptian Banking Institute

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

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### LANGUAGE SKILLS

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

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### 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