



**Solina Ehab Mackeen**  
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Objective:

- Seeking a challenging position that reveals a quite comprehensible path in a reputable organization, giving me the chance to fully utilize my managerial, negotiation, marketing, communicational analytical and technical skills.

Education:

- BA-Arab Academy for Science & Technology and Maritime Transport- AASTMT (Mass Communication) - (Heliopolis) 09/2017 - 07/2021.
- High School American Diploma, Alger Learning Center, Independence High School -Alger Canada-2017

Work Experience:

- **Ahly Bank of Kuwait-Egypt**

Operation Service officer & Senior Teller Starting 04/2022 Till Present – New Cairo Branch

- Ensuring transactions are cleared and settled correctly
- Daily transaction reports
- Liaising with clients and other bank division
- Ratifying data flows and ensuring accuracy (operation control)
- Coordinating system testing
- Serving customers by completing account transactions
- Resolving all customer complaints, in case of any shortage of solving customer problems issue escalated to maintain the high quality of service.
- Working on customer administration to ensure transfers are properly processed
- Creating and updating the customer records ensuring that data is recorded appropriately
- Corporate governance- ensure all activities comply with corporate governance & regulatory/Legal
- Provides account services to customers by receiving deposits and loan payments, Cashing checks.
- Issuing savings withdrawals and internal/external transactions.

- **RE/MAX EGYPT REALESTATE COMPANY**

Property sales consultant from September 2023 to December 2023-EL Korba Branch

- **NEW AVENUE REALESTATE COMPANY**

Property sales consultant started on Jan 14,2024 till present-New Cairo Branch

#### Courses

- Fraud & Money Laundry
- كشف تزيف الأموال - Detection of money forgery

#### Skills

- Fluent Arabic & English Language
- Strong communication and negotiation skills
- Analytical mind and the ability to solve problems
- Flexibility and good time management skills
- Good knowledge of MS office- Excel

#### Interest and Activities

- Volunteer works
- Music
- Travel
- Swimming
- Aerobics

#### Personnel Information

- Date of Birth: May 17th1998
- Place of Birth: Cairo- Heliopolis
- Nationality: Egyptian
- Marital Status: Single