

# Sarah Gamal

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## OBJECTIVE

To secure a challenging position in a reputable organization where I can apply my skills, knowledge, and experience to drive business success, while continuously enhancing my professional growth and expertise.

## EDUCATION

Bachelor of Law – Cairo University, Egypt (Graduation Year: 2022, Grade: Good)

## WORK EXPERIENCE

Commercial International Bank – Contact Center Inbound Agent

April 2023 – May 2025

- Handled numerous calls daily, ensuring top-notch customer service.
- Demonstrated empathy towards customer concerns, fostering trust and rapport.
- Managed premium and VIP client segments.
- Improved customer satisfaction by efficiently addressing and resolving issues.
- Achieved metric excellence by ensuring quality in every interaction.
- Enhanced team productivity through collaboration and communication.
- Reduced handle time by quickly identifying customer needs and providing accurate information.
- Shared insights in team meetings for collective problem-solving.
- Maintained professionalism and energy in all client and staff interactions.

Commercial International Bank – BB & Digital Support Agent

June 2025 – Present

- Provide comprehensive support to Business Banking clients by handling digital platform inquiries, transactions, and account-related requests.
- Assist corporate customers in navigating CIB's digital banking services for seamless user experience.
- Resolve escalated issues for SME and corporate clients while ensuring

compliance and satisfaction.

- Collaborate with Relationship Managers to streamline onboarding and servicing processes.
- Monitor digital service usage and provide feedback for system improvements.
- Achieved performance targets by delivering efficient, accurate, and client-focused solutions.

### **Go Partners – HR Recruitment Intern**

October 2022 – March 2023

- Partnered with hiring managers to determine staffing needs.
- Screened resumes and conducted interviews.
- Performed reference and background checks.
- Coordinated interview processes and communicated employer benefits.
- Built relationships with clients to meet staffing goals.
- Completed timely reports on employment activity.

### **SKILLS**

Problem Solving | Teamwork | Innovation & Creativity | Time Management

### **CERTIFICATIONS & TRAININGS**

MS Office (Word, Excel, Outlook) | English (B2)