

Mona Mohamed Ahmed Younis

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Career Objective

Seeking a challenging position in a dynamic financial technology or customer success environment, where I can leverage my experience in customer service, partner support, and relationship management to contribute to business growth and client satisfaction.

Experience

Tabby – Financial Technology Company (GCC Region)

Customer Service Ambassador (Nov 2023 – May 2024)

- Supported customers with flexible payment solutions such as Buy Now, Pay Later.
- Assisted in resolving payment and account-related inquiries promptly and effectively.
- Delivered a positive customer experience while ensuring compliance with company policies.

Partner Support Specialist (Jun 2024 – Present)

- Provide end-to-end support for retail and brand partners across the GCC region.
- Collaborate with cross-functional teams to ensure seamless partner onboarding and issue resolution.
- Build and maintain strong relationships with key partners to enhance business growth.

Teleperformance – Freedom Mobile Account (Telecommunication Company Serving Canada)

Customer Success Specialist (Aug 2022 – Nov 2023)

- Provided personalized customer service of the highest level.
- Applied strong telephone etiquette in customer communications.
- Managed difficult customer situations effectively.
- Responded promptly to customer needs and requests, while collecting feedback to improve services.

Energizer Holdings Company

Summer Training – Finance & Controllershship Department (Aug 2021)

Sigma Capital Company

Training – Trading Department, Heliopolis Branch (Jun – Jul 2019)

Education

- Bachelor of Business Administration (Management - Finance & Investment) – Faculty of Commercial Studies, Ain Shams University (2022)
- Thanweya Amma Certificate, Omar Ibn El Khattab School (2017)

Professional Development

- Passed Level 6 in English Conversation (Jan – Oct 2020), American University in Cairo (SCE FY20 Spring 2020)

Skills

Computer Skills: Microsoft Office (Word, PowerPoint, Excel, Outlook)

Language Skills: Arabic: Mother tongue | English: Good command of spoken and written English

Soft Skills: Ability to make efficient use of resources, Good communication skills, Self-motivated, Attention to detail

Personal Information

- Date of Birth: 19/12/1999
- Marital Status: Single