

# HABIBA AMIN

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## SUMMARY

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Customer-focused Relationship Manager of 3+ years of experience in client servicing, public relations, and brand communication with extensive background in advanced management processes. Specializing in client relationship building, cross-selling, and sales target achievement. Adept at identifying customer needs and delivering tailored financial solutions, while ensuring high levels of client satisfaction and long-term loyalty.

## EXPERIENCE

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2022- Present      **Relationship Manager - Retail**      **QNB - Qatar National Bank**

### Responsibilities:

#### **1. Client Acquisition & Relationship Development:**

- Actively identify and acquire new retail clients through direct outreach, referrals, and scheduled visits to individuals and corporate offices.
- Build and maintain strong, long-term relationships with clients to drive loyalty and repeat business.
- Marketing upselling and cross-selling opportunities for current and potential clients.
- Attaining sales KPI targets within dedicated timeframe.
- Identifying consumer needs while developing plans to meet those expectations.

#### **2. High-Performance Sales Execution**

- Achieve and exceed sales targets for retail banking products including savings and current accounts, personal loans, credit cards, insurance, and investment products.
- Develop and execute strategic sales plans, leveraging market knowledge and customer insights.

#### **3. Customer Service & Follow-up**

- Ensure a high standard of customer service by promptly addressing inquiries, complaints, and requests.
- Regularly update clients on new offerings, interest rate changes, promotions, or relevant banking policies.

**Responsibilities:**

- Coordinated and successfully executed campus events including university fairs, orientations, and graduation ceremonies, demonstrating strong project management and teamwork abilities.
- Supported prospective students throughout the application process by providing clear guidance and timely assistance with inquiries.
- Advised and coached students on completing enrollment documentation and fulfilling admission requirements.
- Assisted parents and visitors by offering campus information and facilitating access to designated meeting areas.
- Enhanced university brand visibility by conducting engaging campus tours and delivering informative presentations across various faculties.

**EDUCATION**

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Sept 2018-June 2022      **Business Administration**      **Misr International University**

Major: Marketing

GPA: 3.56

Graduated with Honors

**Graduation Project: Examining the relationship between internal and external factors and online Impulsive buying offashion brands in Egypt(June 2022)**

2004-2018      **High School Diploma**      **Nefertari International Schools**

**ADDITIONAL SKILLS**

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**Soft skills:**

- Time Management
- Customer Service
- Communication Skills
- Sales
- Social Media oversight
- Public facing experience

**Technical skills:**

- Microsoft Excel
- Microsoft Word