

Ehdaa Mohamed Abd El-Halim Mohamed

MBA holder

Teller at Banque misr

El- Fayoum governate – Saad zaghlol street – Dalla

01066033563 - 01550005519

ehdaamohamed309@gmail.com

Summary:

Banking professional with 2+ years of experience at Banque Misr and Nasr Social Bank. Skilled in customer service, financial reporting, and electronic payment systems. Known for accuracy under pressure and eagerness to continuously develop.

Education information:

- **Master of professional business administration((MBA) – Beni suef university (May 2025)**
- **Bachelor of commerce, accounting major (English section) - Beni suef university (May 2023) , Grade: very good .**

Work experience:

Bank Misr:

(May 19, 2024 - present)

- Teller.
- Manage daily transactions, including deposits, withdrawals, and payments.
- Provide excellent customer service, addressing client inquiries and concerns.
- Maintain accurate records and ensure compliance with banking regulations.

Naser Social Bank (NSB):

(September 7, 2023 – May 15 ,2024)

- Customer Service Representative & Teller
- Conduct public service in the alimony department, handling tasks from submitting, reviewing, and registering files to processing payment orders and checks, including electronic payments.
- Serve as a teller during pension disbursement periods, ensuring efficient and accurate transactions.

Joy Team:

(December 31, 2022-April 30, 2023)

- Client Care and Operations Specialist.
- Managed client care and performed various tasks, including using Microsoft Office programs extensively (Excel, Access, Word, PowerPoint).
- Conducted research, translation, and created professional presentations.

Internships: -

Faisal Islamic Bank:

(August 2022)

- Exposure to customer service, teller operations, credit, and auditing.

Banque Misr:

(September 2022)

- Completed "Rowad" online training program in banking and financial services.

Commercial International Bank (CIB):

(Jul 2022 and Jul 2021)

- Participated in online programs on entrepreneurship, financial inclusion, and business development.

Courses and Certifications: -

- Training for Employment in Egyptian Banking Institute (TFE).
- Microsoft Office Specialist (MOS Master).

Student Activities and Volunteering: -

Enactus New Beni Suef University:

(October 10, 2021 – September 20, 2022)

- **HR Evaluation:**
Gained experience in evaluating committee members, conducting performance appraisals, and recruiting new members.
- **HR Training and Development:**
Developed skills in designing and delivering complete training courses. Contributed to team development, with my team achieving recognition as the best group.
- **Business Model Canvas and Proposals:**
Participated in seasonal camps where committees collaborated under the board of directors' supervision to prepare business model canvases (BMC), proposals, and perform needs assessments through brainstorming sessions.

Skills: -

Technical skills:

- Excel from basic to master.
- Word basic to advanced.
- Professional power point.
- Basic in access as ERP system.

Languages:

- **Arabic:** native.
- **English:** excellent.

Soft skills:

- Leadership.
- Analytical skills.
- Accomplish several tasks.
- Attention to detail.
- Responsibility.
- Teamwork.
- Problem solving.
- Adaptability.