

**Alyaa Adel Mohamed El-sayed Ahmed Rezk**

Email: [Alyaa.adelmohamedsayed@gmail.com](mailto:Alyaa.adelmohamedsayed@gmail.com)

Mobile: (+2) 01016045414 | Home: (+2) 02-25300857

Compound Al-Ashrafya, Building No: 41 | First Settlement, New Cairo | Cairo, Egypt

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## **Career Objective**

I'm seeking to apply for a vacancy in the HR department of your company to gain new experiences.

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## **Learning and Development**

- **HR Foundation Diploma**  
AUC, [May 2025 - Present]
  - **Relevant Courses:** Business Administration, Political Science, Economics, Mathematics, Statistics
  - **English Course:** Level 8, Level 9 & Conversation (Defense Language Institute, 5 weeks each)
  - **French Course:** Level 1 to Level 9 (Defense Language Institute, 5 weeks each)
  - **Excel Course:** Information Systems Institute (8 days)
  - **Accounting Excel Course:** Binary Egypt (8 days)
  - **Audit Simulation Program:** PWC (2 days)
  - **Compliance, Financial Security and Fraud Prevention B2B:** Credit Agricole Egypt (1 day)
  - **Customer Focused Agents:** Credit Agricole Egypt (2 days)
  - **Call Center Excellence:** Credit Agricole Egypt (2 days)
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## **Professional Experience**

- **Relationship Officer**

Credit Agricole Egypt Bank, [1/4/2021 – Present]

Responsibilities: Sales, Operations & Service Quality, Reporting to Relationship Manager, Assisting Relationship Assistant.

- **Relationship Assistant**

Credit Agricole Egypt Bank, [1/1/2019 – 31/3/2021]

Responsibilities: Sales, Operations & Quality, Managing customer portfolios, Providing personalized service.

- **Customer Service Representative**

Credit Agricole Egypt Bank, [1/12/2015 – 31/12/2020]

Responsibilities: Handling client complaints, Account management using I-Flex, ICCS, CMS, CRM systems.

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## **Education**

- **Bachelor's Degree in Commerce** | Business Administration Department, Helwan University | English Section | Major Accounting | Grade: Very Good | Class 2015
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## **Interpersonal Skills**

- Ability to work independently and as part of a team
  - Strong written and verbal communication skills
  - Ambitious and target-oriented
  - Ability to work under stress and meet tight deadlines
  - Self-motivated, with decision-making and problem-solving abilities
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## **Computer Skills**

- Proficient in Microsoft Office (Word, Excel, PowerPoint) and internet applications
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## **Language Skills**

- **Arabic:** Native | **English:** Very good (spoken and written) | **French:** Good
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## **Hobbies**

- Studying new foreign languages (French, Italian, Spanish)
- Traveling to new cities | Listening to music | Reading novels | Cooking | Swimming