

HABIBA AMIN

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SUMMARY

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

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

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 of fashion brands in Egypt (June 2022)

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

ADDITIONAL SKILLS

Soft skills:

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

Technical skills:

- Microsoft Excel
- Microsoft Word