

# **Donia Abdelgelil Badran**

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Cairo, Egypt

## **ABOUT**

Versatile professional with a background in marketing and banking, blending strong communication skills with a problem-solving mindset. Adaptable and reliable, with experience using digital tools to support smooth, efficient problem solving.

## **EDUCATION & CERTIFICATIONS**

2018 - 2022

### **Misr International University**

Bachelor of Mass Communications

Major: Integrated Marketing Communications

GPA 3.51 - honors degree

Top Achiever of MIU's Mass Communication department (2018/2019)

## **PROFESSIONAL EXPERIENCE**

Feb 2025 - Present

### **Banque Misr**

Private Payroll Relationship Manager

- Managing payroll administration for 450+ companies, ensuring activation, compliance, and accurate transfers
- Coordinating employee facilities linked to payroll while maintaining regulatory requirements
- Liaising with branches and clients to resolve payroll issues and support reporting

Aug 2024 - Feb 2025

### **Mashreq Bank**

Service Associate, CCU

- Managed high-volume complaints and case resolution
- Collaborated with cross-functional teams on service gaps and systemic fixes
- Delivered insights to senior management to enhance customer satisfaction

Sep 2022 - Jul 2024

### **Emirates NBD**

SMEs and Business Banking Customer Service (Jun 2023 - Jul 2024)

- Resolved complex SME inquiries and ensured efficient case handling
- Communicated with corporate departments for issue resolution
- Provided clear documentation and mentored new team members

Retail Customer Service (Sep 2022 - Jun 2023)

- Delivered customer support for retail banking products
- Participated in training to enhance service skills and system knowledge

## **SKILLS**

Customer Relationship Management (CRM)

Digital Communication & Coordination

Technologically Adaptable (Adobe programs, Microsoft Office, CRM software, CMS platforms)

Research & Reporting

Fluent in Arabic (native) and English (fluent professional proficiency)