

Mennatallah Gamel Mohamed

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Career objective:

Seeking a position in a well settled, a highly professional & Inveterate Organization in which I can implement my experience as well as boost my eager ability to learn more.

Professional Experience (2 Years)

NBE Customer Service Agent

Sept.2019 – Dec.2020

National Bank of Egypt

Reporting to team leader

Main Duties and responsibilities

- Handles client's inquiries and supports clients in banking transactions
- Provides clients with products and service information.
- Prepare notes for processes under review, using narratives and/or flow charts and assist in identification
- Assist to identify account types and banking products, such as CDs, money market accounts, loans, and credit cards
- Review and explain account charges
- Assist banking customers who are victims of fraud, theft, or identity theft
- Assist customers with replacing lost or stolen credit or debit card

Supervisor Quality Control

June 2018 – Feb.2019

Gulf Asset

Reporting to Manager

Main Duties and responsibilities

- Providing accurate investment advice to clients
- Accurately evaluating financial reports
- Providing regular updates to clients regarding the status of their investment portfolios
- Sourcing new clients through networking

Education

Program	institute	Graduation date
Faculty of Commerce (Major Accounting and business administration), V. Good (B+)	Ain Shams University	July 2018

Training Courses

English course *Berlitz*

Computer skills:

MS - office

Personal skills:

Accurate, adoptable, and Ambitious.

Competent and Consistent.

Ability to work in-group or individually according to the job requirements.

Punctuality in handling work on time.

Practical and Analytical.

Languages

Native language Arabic

Excellent command of English

Personal data

Birth Date: 20 / 09 / 1996

Nationality: Egyptian

Hobbies:

Swimming

Running

Watching and listening to Films & Music

References

Are available upon request