

# Samer Saied

Senior of Customer services



- More than ten years of experience in the finance and banking field as a Senior of bankers at Banque Misr On Customer Service and loan Section.
- Good knowledge of computer Sciences from Microsoft Office to Programming languages.
- Understanding bank transactions and working with various types of technology and banking software.
- Products and services selling-skills.

## Experience

### Banque Misr El-Mahalla Elkobra Main branch

#### Customer Service Representative :-

Opened/closed accounts including Checking, Savings, Certificates of Deposit.  
Provided navigational assistance with online and mobile banking.  
Cross sell bank products and services based on customer needs like Debit and Credit Cards.

2016 -  
Until now

#### Loan and Housing fund representative :-

Maintain, track all loan documents as personal and housing fund loan and confirm all documents are in file and Perform final checklist sign-off of all credit and collateral files before sending files to credit department for approve them.

### Tallat Harb El-Mahalla Islamic Branch

#### Customer Service Representative & Responsible for ATM

2012 – 2016

Monitor ATMs and the Communication status through different available utilities, filling the machine with cash and Monitoring through determining devices that reach filling level.  
Create incidents on the ticketing system.  
Provide first level support for ATM events.

2007 - 2012

#### Teller :-

Responsible for providing a variety of paying and receiving functions, including processing deposits, withdrawals, money transfer, loan payments, official checks, money orders, and cash advances Balance and verify cash totals,

### LinkDotNet (Internet Service Provider) Dokki Branch

2006 - 2007

#### Account Receivable (Cashier)

Posts customer Invoices by recording cash and credit card transactions

## EDUCATION

### University Certificate :

- Bachelors of Commerce Tanta University  
Grade : Good  
2002 - May 2006

### Experience Certificate :

- Banque Misr  
Experience Certificate on Teller , Customer Services and sales.
- Certificate of Egyptian Banking Institute at Principles of Banking

### Computer Certificate :

- ICDL Syllabus 4, Skill Number: 5129087  
Microsoft Office (Word - Excel - Power Point - Outlook - IT - Internet Services ).

### FLUTTER FRAMEWORK

- Certificate of Build IOS and Android applications.

### ANDRIOD TRACK

- Certificate of Android Development track.

### English language Certificate :

- Courses in American University in Cairo
- General Course 302 Grade B+
- Conversation Course III Grade A –

### language :

- Arabic : Fluent
- English : Very Good

## CONTACT

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