

# MONA YOUSSEF SAYED MAHMOUD

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## **Personal Data:**

- **Date of birth :** Oct 18, 1994
- **Place of Birth :** United Arab Emirates
- **Nationality :** Egyptian
- **Marital status :** single

## **Objective:**

Challenging Career Opportunity in the field of Banking and Finance to improve and utilize my previous work experience, where my academic background, training experience and communication skills can be applied and further enhanced.

## **Education:**

- **Bachelor of Commerce**, Cairo University, Class May 2017.
- Major : Accounting
- Grade : Good

## **Work Experiences:**

- **Work for Step Travel – Sales — since Sep-2021-Till present**

### **Job Description:**

- compilation of corporate quotes .
- Negotiating with companies .
- Contact the hotels to confirm the reservation .

- **Work for Banque Misr – Teller– since July- 2019 Till July -2021**

### **Job Description:**

- Informing customers about bank products and services .
- Assisting customers with processing transactions, such as deposits, withdrawals, or payments, resolving complaints or account discrepancies .
- Executing government payments on the e finance system .
- Executing the deposits of Etisalat Misr on the cash monitor system .

- **Work for Laris clinic – Secretary - since Oct–2017 till June -2019.**

### **Job Description:**

- Checked patients in and out for their appointments .
- Entered all payments in account receivable log and balance at the end of each day .

## **Skills**

### **Language:**

- English : Very good in spoken and written.
- Arabic : Mother Tongue .

### **Computer :**

- Very good in Microsoft office 2007, 2010 & 2013.
- Very good knowledge of Internet & Windows applications.

## **Courses:**

- Digital marketing (Google ) .
- Digital ERA (TeKnolojia )
- Agility & Digital mindset ( Vodafone )
- Assertive Selling (Quest Combany)
- Effective Negotiation (EDGE)
- Smart Teller (Sales Experts House )
- Certified Teller Certificate (The Arab Academy for Banking and Financial Sciences)
- Governance and money laundering (Egyptian Banking Institute in Cairo)
- Induction program (Edge Consultant )

**References are available upon request.**