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Abu Dhabi, UAE 9966



Egyptian

EDUCATION

Bachelor of Arts:
Sociology, Anthropology
Ain Shams University,
Egypt, 2017

LANGUAGES

Arabic: Native language

English: B1
Intermediate

MONICA KAMAL SAMIR

PROFESSIONAL SUMMARY

Successful Banking Officer with 5 years of experience addressing customer requests and concerns.

Expert at providing relevant information and options to successfully resolve issues. Upbeat and energetic handling difficult situations through resourcefulness and adaptability.

Polite and professional person with strong communication and multitasking skills.

Experienced in resolving customer complaints within company guidelines and using own initiative. Implements customer follow-up to uphold service standards and guarantee customer satisfaction.

Flexible customer service team member focused resolving customer concerns and inquiries. Skilled at accurately documenting call details, preparing reports and organizing documentation.

Offers helpful answers and relevant information to retain business.

WORK HISTORY

January 2020 - December 2022

Mashreq Bank, CRO - Customer Relations Officer, Cairo, Egypt

- Respond to, handle and resolve customer inquiries
- Receive and deliver all letters to customer (Clarence letter, Renewal letter, liability and certificates)
- Cross selling for bank products
- Referring customers to know how to benefits with bank products (credit card- loans -overdraft)
- Deliver checkbook to customer and activate it
- Handle all walk-in customers at the branch by either direct them to appropriate counter or by resolving their inquiries
- Custodian of security items (check books/customers letters)
- Handles all correspondence for the branch
- Generating token for appropriate banking service and representatives
- Identify customer needs

- Statement Printing
- Provide customer's financial services which exceed the customer's expectations by delivering an Unbiased, competent, timely and problem free service
- Resolve all customers' issues (dispute, complaint, liquidation for CC or Loan)
- Filing all the documents of the branch
- Offered detailed advice on product and service benefits.
- Handled requests with friendly, knowledgeable service and support, continually achieving positive customer feedback.
- Managed high-volume customer queries simultaneously through effective multitasking.

March 2019 - January 2020

Mashreq Bank, PBA - Personal Banking Advisor, Cairo, Egypt

- Respond to, handle and resolve customer inquiries
- Solve customers' issues with internet banking Systems
- Provide customers with product and service information
- Process requests
- Identify and escalate customer issues
- Handle customer billing questions
- Cross selling for bank products
- Follow up with customers for their issues and requests.

December 2017 - July 2018

Mashreq Bank - Collection Officer, Cairo, Egypt

- Contact with customers to collect their dues amounts
- Follow with them till they pay the dues amounts
- Try to find with the costumers the easy way to pay their dues amounts
- Follow up with the customers to avoid any legal action from the bank
- Provide weekly analysis with the status of every delinquent customer
- Escalate and highlight the customers who refused to pay to collection agency offices

SKILLS

- Strong interpersonal skills.
- Dispute resolution
- Excellent analytical skills and decision-making ability.

- Customer retention
 - Customer care
 - Customer experience
 - Handling several tasks and carry big responsibilities.
 - Able to work in group, under pressure, manage stress, helpful, creative and calm.
 - Ability to deliver outstanding customer service.
 - Attention to detail
 - Proven ability to manage multiple projects in fast-paced, high volume environment.
 - Ability to work independently with minimal supervision Self-motivated, innovative, enthusiastic and
 - Hardworking
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CERTIFICATIONS

Current course: English language course, level 5 Anti-Money Laundering Course