



Mohamed Fahmy

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Language

Arabic	C2
English	C1
French	B1

Education

•Mansoura University-Egypt
2016-2019

- Faculty Of Law
- ARABIC SECTION
- Major/LAW
- Grade:Pass 59,63%
- Graduation Year:2019

Work Experience

•CIB BANK-Egypt
September2019-June2023

-CONTACT CENTER OPERATIONS AGENT

- dealing with a lot of types of system and a lot of bank's products like (loan on phone service - Internet banking - credit cards - (redemption points loyalty system)- bank wallet service-cash on phone - balance transfer (buyout service)-Islamic bank products- (Activation -stoppage replacement-change primary account)
- performing some daily outbound calls to sell bank's products like (loans- credit cards -certificates -mortgage and pos machines to increase the bank's revenue
- marketing some products like (Internet banking and IVR service)
- communications, track and up on requests, complaints and identity those of importance which require immediate attention (CRM SYSTEM)

Skills

T24 System	●●●●●●	●●●●●●	loyalty system
Soft skills training	●●●●●●	●●●●●●	CRM system
Teamwork	●●●●●●	●●●●●●	Hard worker
energetic	●●●●●●	●●●●●●	Communication Skills
problem solving	●●●●●●	●●●●●●	Decision making
cooperative	●●●●●●	●●●●●●	Fast learner

ACHIEVEMENTS

•I was ranked second in the top three of CC induction training batch (batch number 6) at(CIB BANK)

Certificates

- Diploma in Risk Management(DRM) by ALISON (CPD Certified)
- Certificate in Fundamentals of Credit by Corporate Finance Institute(CFI)

Additional Information

- I am on a two- month tourist visa (multiple) started On July 25, 2023 and valid for two months
- I am exempted from military service