



## Personal Data

- Nationality: Egyptian.
- Birth data: 05/02/2001

## Contact



+971582509137



fatmatarek201419@gmail.com



Ajman - United Arab Emirates.

## Language Skills

- Native Language: Arabic.
- Foreign Language: English.

## Personal Skills

- High level of communication skills.
- Ability to handling the problems with submitting a creative solutions.
- Collaborating work either leading the team.
- Time management.
- Organization.
- Attention to details.
- Maintaing all the tasks with an organised way.
- Fast learning.
- Empathy.
- Adaptability.
- Collaboration.

# FATMA TAREK

## Customer Service

### Objective

I am eager to introduce myself as a candidate willing to have a competitive position in such a reputable company as it would add a precious value to me

### Education

Faculty of Business,  
Alexandria University, Egypt.  
Accounting Department.  
Grade: Very good with honor degree.  
Year of graduation: 2023.

### Work Experience

**Dates From (Jan, 2023 - To Jun, 2023)**  
**Teller, Alexandria Exchange (Egypt).**

- Handle transactions for customers, including check cashing withdrawals, transfers, loan payments, cashier checks, and opening and closing of accounts.
- Identify customer needs, provide information on new products and services.
- Reconcile cash drawers at the end of your shift, count and package coins and currency, turn in any excess or damaged currency to head teller.
- Reconciles loan coupons and other transactions.

**Dates From (Dec, 2021 - To Dec, 2022)**  
**Customer Service, Alexandria Water Company (Egypt).**

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits.
- Identify and assess customer's needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools .

### Training courses and workshops

- MS Office Courses and Soft Skills Courses, 2022
- Training in The Export Development Bank of Egypt, 2022
- Training in Banque Misr in Egypt, 2023