

## SUMMARY

Experience Administrative Secretary excellence, including clerical support and public interaction. Excels in calendar management, scheduling, data entry and database administration. Organized and dedicated Administrative secretary with proven track record of providing exceptional customer service in fast-paced environments. Offering keen attention to detail and strong decision-making skills to manage multiple, concurrent tasks.

## EDUCATION

**University of Batna.Algeria**  
Master's Degree Currencies and Financial Institutions 2013- 2015

**University of Batna.Algeria**  
Bachelor's Degree Finance  
2010 – 2013

**High school of Batna.Algeria**  
High school Diploma of Economic sciences, management and Commercial sciences.  
2007- 2010

## SKILLS

- Sales and business.
- Customer service expert.
- Social media management.
- Interpersonal skills.
- Communication.
- Phone manner.
- working experience.
- Skilled Multi-tasker.
- Creative problem solving.
- Customer sales support.
- Credit card processing.

## CERTIFICATIONS

- Proof of Employment

## PROFESSIONAL EXPERIENCE

### Customer Service Representative

Foreign Bank of Algeria (Banque Extérieure d'Algérie) | 2017 - 2023

- Coordinate and schedule meetings and conferences with internal and external stakeholders.
- Prepare and distribute meeting agendas, minutes, and other relevant materials.
- Handle confidential information and documents with discretion and maintain their proper organization.
- Prepared and distributed reports, presentations, and other material.
- Coordinated travel arrangements and accommodations for executives and guests.
- Managing and coordinating schedules, meetings, and travel arrangements for senior executives.
- Conducted research and prepared reports on various topics related to the Bank's operations and industry trends.
- Provided administrative support, including answering phone calls, responding to emails, and preparing correspondence.