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Summary

Senior Customer care and Fund Raiser

Experience

Remedial and Debit collection officer

Tahseel - Hadaf El Khaleg Debit CollectionDec

2023 - Present

- Keeping track of assigned accounts to identify outstanding debts
- Planning course of action to recover outstanding payments
- Locating and contacting debtors to inquire of their payment status

Tele-Fundraiser

The American University in Cairo

Nov 2023 - Jan 2024 (3 months)

- Research prospective donors
- Create a strong fundraising message that appeals to potential donors
- Identify and contact potential donors
- Use online platforms to raise donations
- Organize campaigns or events to solicit donations

Senior customer service officer

Commercial International Bank

May 2022 - Nov 2023 (1 year 7 months)

- Accountable for new client acquisition
- Generate Leads Using Various channels and connecting with corporate clients.
- Handle and resolve customer queries, provide financial advisor
- Maintaining good relationships with clients through regular communication post sales.
- Ensure customer profiling and categorize the customers.

Senior Telephone operator

The American University in Cairo

May 2009 - Mar 2022 (12 years 11 months)

- Dealing with the inside and outside customers' Demands.
- Supporting our customers and provide them telephone extensions, e-mail address & contact details of the concerning Department.
- Guide Students & associates in any emergency cases situations.
- Assist A.U.C branches in the holiday by supplying student and partners by any information about events or notes 24 hour with a high service level
- Resolve customer complaints via phone, email or mail

Business center clerk

Novotel Hotels

Jan 2009 - Apr 2009 (4 months)

- Present and upsell company services to current and potential guests.
- Maintain the high level of customer service by communicating with Front office & in-
- In House reservation department.
- Explain the new offers & promotions to the guests.

lawyer

Lawyer

Jun 2008 - Feb 2009 (9 months)

- Handle any governmental issues
- Maintain communication and co-ordination with our clients handled effectively and efficiently.
- Explain the new rules and regulations to our clients.
- Perform legal research to determine how the facts of a case interact with current law.
- Draft legal documents including pleadings, discovery, motions, briefs, contracts, and wills.
- Follow up after a court decision has been handed down or a settlement has been reached, ensuring that all parties to an action do what they have been committed or ordered to do.

Education

Ain Shams University

Bachelor's degree, Law

2004 - 2008

The American University in Cairo

Professional Post Graduate Diploma In Human Resources Management

2013_2014

Skills

- Customer Relationship Management (CRM)
- Logistics Management
- Typing
- Customer Service Management
- Presentation Skills
- Office Administration
- Soft Skills
- Ticket Sales
- Team Motivation
- Team Management