



# Ziad Ahmed Kandil

## Profile

Experienced HR Specialist with a strong foundation in human resources practices and policies. Possessing over a year of experience in managing various HR functions, including recruitment, employee relations, and performance management. Recently transitioned to a role as a Customer Services Representative in a bank, where I have honed my communication and problem-solving skills while providing exceptional service to clients. A dedicated professional with a commitment to delivering high-quality results and fostering positive relationships with both internal and external stakeholders. Looking to leverage my diverse skill set and experience to contribute effectively to a dynamic organization.

## Education

### Diplôme de Maitrise, University of Poitiers in France

SEPTEMBER 2018 — JUNE 2019

- Major Economics, Management and International Commerce.

### Bachelor, Faculty of Commerce, Alexandria University/ University of Poitiers

SEPTEMBER 2015 — JUNE 2019

- Major Management and International Commerce
- Grade: Very Good with honor
- The program has been taught and assessed in both French and English languages.

## Work Experience

### Customer service representative, National Bank of Egypt

FEBRUARY 2022 — MAY 2024

- Providing exceptional customer service to clients by addressing inquiries, resolving issues, and offering solutions in a timely and professional manner.
- Processing transactions accurately and efficiently, including deposits, withdrawals and transfers.
- Assisting customers with account openings, closures, and changes to account information.
- Educating clients on the bank's products and services to help them make informed decisions about their financial needs.
- Conduct initial loan interview to determine borrower qualifications. Develop, prepare, and process loan application.
- Resolving customer complaints and escalating complex issues to the appropriate department for further assistance.
- Promoting bank products and services to existing and potential customers to drive sales and increase revenue.
- Maintaining a high level of accuracy and compliance with banking regulations and procedures.

## Details

Deira, Dubai, United Arab Emirates.

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## Skills

- Financial Management
- Banking CRM systems
- Account Management
- Cross-Selling
- Sales and Marketing
- Ability to Work Under Pressure
- Communication Skills
- Interpersonal Skills

## Hobbies

- Cooking
- Traveling
- Jogging
- Acting

## Human Resource Specialist, Arab Academy for Science and Technology

DECEMBER 2020— FEBRUARY 2022

- Managing the end-to-end recruitment process, from posting job openings to conducting interviews and making hiring decisions.
- Facilitating the onboarding process for new employees, including orientation, training, and ensuring compliance with company policies.
- Handling employee relations issues, resolving conflicts, and addressing concerns to maintain a positive work environment.
- Implementing performance management processes, conducting evaluations, providing feedback, and identifying areas for improvement.
- Identifying training needs, developing programs, and coordinating employee development initiatives.
- Managing compensation and benefits programs, conducting salary surveys, analyzing data, and administering employee benefits packages.
- Developing and implementing HR policies and procedures, ensuring compliance with labor laws and regulations.

## Internship, Alex Bank

AUGUST 2017— SEPTEMBER 2017

- During my one-month internship at Bank of Alexandria, I had the opportunity to gain valuable insights into the banking industry and develop my skills in finance and customer service. I was able to shadow experienced bankers and learn about various financial products and services offered by the bank.

## Courses

- Competencies Based Interview
- Sales Pipeline Management
- Quality Standards in Customer Service
- Strategic Planning Foundation
- Building High Performance teams
- Delf B2 in French Language Studies

## Language

English: Fluent

French: Fluent

Arabic: Native

## References

Available upon request