

Loay AbdElMassih Remon Max

Personal Info

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Marital Status : Single

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Education

October 6 University | Cairo, Egypt

Bachelor Of Science in Economics and Management

Minor in Financial Management

Magna Cum Laude

Language and Skills

- Microsoft office (Expert)
- Arabic Language (Native)
- English Language (Expert)
- French Language (Advanced)

Experience

Arab African International Bank | Cairo, Egypt | Customer Relationship Officer 08/2024

08/2023 –

- Proactively engage with customers to understand their financial needs and provide tailored solutions, resulting in a 20% increase in cross-selling of banking products.
- Effectively manage a portfolio of 100+ high-net-worth clients, maintaining a customer satisfaction rating of 90%.
- Developed new customer relationships and expand and retain existing relationships by proactively identifying opportunities leveraging the portfolio management process and utilizing the fundamentals of the Bank's sales process and achieved personal sales and referral goals.

Arab African International Bank | Cairo, Egypt | Universal Teller 08/2023

10/2022 –

- Developed and maintained strong customer relationships, resulting in a 15% increase in customer satisfaction scores.
- Demonstrated proficiency in accurately processing a high volume of transactions daily, ensuring minimal errors and discrepancies.
- Collaborated with team members to achieve branch goals, fostering a positive and cooperative work environment.
- Implemented a proactive approach to identifying and addressing potential issues, reducing customer complaints by 20%.

El Hossam International School | Cairo, Egypt | Drum Teacher 06/2022

01/2022 –

- Successfully guided students through various skill levels, resulting in a 20% increase in student performance and musical proficiency.
- Designed and implemented a comprehensive drumming curriculum that catered to diverse learning styles, resulting in a 15% improvement in student engagement.
- Directed and conducted student drum ensembles, showcasing their talents in school performances and community events.

Leadership and Volunteering

St. Mary Coptic Orthodox Church of El Dokki | Scout Leader Present

01/2013–

- Guided and mentored a diverse group of scouts within the church, fostering personal growth, leadership skills, and teamwork.

Shepherd of Egypt | Upper Egypt Mission Coordinator

01/2015 –

Present

- Successfully coordinated and executed nine mission projects across Upper Egypt, ensuring timely completion and adherence to project objectives.
- Oversaw the logistics of mission operations, including transportation, accommodation, and supply chain management.
- Led and motivated a diverse team of mission staff and volunteers, fostering a collaborative and positive work environment.