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📅 01/01/1997

PROFILE

Bachelor’s degree in Commerce with a focus on Finance and Investment. Possess a solid foundation in accounting principles, strong attention to detail, and hands-on experience in cash handling and customer service. Seeking to leverage analytical and financial skills in a Junior Accountant role.

EDUCATION

Bachelor Degree Commerce, Finance and Investment	2021
Alexandria University	Alexandria, Egypt
<ul style="list-style-type: none">• Gained expertise in accounting principles, financial analysis, and loan evaluation.• Completed CIB Banking Training Program (100 hours), covering financial products, customer service, and banking operations.• Acquired foundational knowledge in accounting principles and practices.	

PROFESSIONAL EXPERIENCE

Teller	01/2023 – 06/2023
Alexandria For Exchange	Alexandria, Egypt
<ul style="list-style-type: none">• Currency Exchange: Processed currency exchanges accurately and efficiently for clients.• Cash Handling: Managed cash transactions, ensuring proper counts and balanced drawers.• Compliance: Ensured adherence to AML and KYC regulations for all transactions.• Customer Service: Assisted clients with inquiries and provided information on exchange rates.	
Sales Representative	06/2023 – 10/2024
Al Safy Group	Alexandria, Egypt
Main Tasks: <ul style="list-style-type: none">• Developed strong negotiation skills through diverse shadowing experiences, adapting communication strategies to effectively persuade various merchants.• Successfully convinced new merchants of the significant value and profit potential of our products, emphasizing advantageous direct purchase opportunities.• Conducted comprehensive competitor analysis to gather critical information on alternative products in the market.• Maximize the number of merchants to ensure stable sell-out. Secondary Tasks: <ul style="list-style-type: none">• Prepared detailed reports summarizing merchant feedback and perspectives on product demand and performance.	
Affiliate Marketing & Online Selling	05/2023 – 06/2024
Self Employed	Alexandria, Egypt
<ul style="list-style-type: none">• Identified and connected with potential customers by understanding their needs and matching them with suitable products (Authentic apparel and accessories from top brands).• Researched and analyzed customer details to determine which products fit their requirements best.• Clearly explained product features and benefits, negotiated pricing, and worked to close sales successfully.• Provided follow-up services after the sale to ensure the customer was happy with the purchase, aiming to improve satisfaction and encourage future sales.	
Fitness Coach & Personal Trainer	12/2022 – 08/2024
Self Employed	Alexandria, Egypt
<ul style="list-style-type: none">• Studied kinesiology to gain in-depth knowledge of muscle activation during various exercises.• Acquired substantial experience in coaching individuals to achieve their weight gain or loss goals.• Managed a gym as a coach, providing authoritative guidance on proper exercise techniques.• Studied nutrition, enabling the creation of tailored diet plans based on individual medical conditions and blood test results.	
Customer Servine Representative	01/2023 – 07/2023
Octopus	Alexandria, Egypt
<ul style="list-style-type: none">• Trained in fast keyboard typing to ensure rapid responses to customer inquiries.• Developed skills to handle and de-escalate situations with angry or nervous customers.• Mastered techniques to reassure customers that resolving their issues is a top priority.• Enhanced active listening skills to accurately identify and understand customer problems.	

- Provided comprehensive assistance, including complaint resolution, answering questions, and processing orders.
- Gained experience in improvising solutions during critical situations not covered by standard procedures.

Primary Cashier

Epic Games

01/2019 – 08/2020
Alexandria, Egypt

- Customer-focused Cashier with experience in efficient payment processing, cash handling, and delivering excellent service.
- Skilled in balancing registers, managing transactions accurately, and assisting customers in a fast-paced retail setting.
- Known for reliability, attention to detail, and a positive, professional demeanor.

Promoter

Al-Motaheda Store

07/2017 – 11/2018
Alexandria, Egypt

- Work to increase sales of Xiaomi phones and accessories by using strategies that boost product turnover.
- Explain to clients the high quality, great value, and excellent experience that Xiaomi products provide.
- Create reports that show how much customers want Xiaomi products, helping to guide sales efforts.
- Check stock levels regularly to spot any shortages and reorder as needed, ensuring products are always available.

Data Entry

Ahd Al Sham

04/2015 – 09/2016
Alexandria, Egypt

- Enter, update, and verify data from various sources into company systems with high accuracy and efficiency.
- Follow data entry procedures and company policies to ensure data integrity and confidentiality.
- Assist with preparing and organizing data for reports and presentations as needed.

SKILLS

Typing Speed and Accuracy	● ● ● ● ●	Attention to Detail	● ● ● ● ●
Negotiation skills	● ● ● ● ●	Customer Service Excellence	● ● ● ● ●
Nutritional Planning	● ● ● ● ●	Cash Handling	● ● ● ● ●
Product Promotion	● ● ● ● ●	Competitor Analysis	● ● ● ● ●
Microsoft Office	● ● ● ● ●		

LANGUAGES

Arabic	● ● ● ● ●	English	● ● ● ● ●
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CERTIFICATES

Kick off Banking Diploma

- Completed the "Kick Off Banking" diploma provided by the British University in Egypt (BUE).
- Gained theoretical experience as a bank teller, understanding the role's responsibilities and daily operations.
- Acquired knowledge of the various types of bank accounts clients can open and the differences between them.
- Presented a comprehensive topic on money laundering, covering its origins, impact on the national economy, and the legal processes used to legitimize illicit funds.