

## Amr Aly Abd El-Latif Farghaly

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Languages: Arabic (Native), English (Very Good), Italian (Excellent), French (Good)

### Professional Summary

Multilingual customer service and banking professional with over 12 years of experience in the financial and hospitality sectors. Proven track record in loan sales, client support, and cash handling. Skilled in interpersonal communication, cross-cultural service, and delivering results in high-pressure environments. Proficient in Microsoft Office and Visual Basic Programming.

### Professional Experience

- Cash Desk Agent (Teller)

National Bank Of Egypt – Cairo, Egypt | Jan 2020 – Jan 2025

- Handled financial transactions and daily cash reconciliation.
- Delivered efficient and courteous service to Bank customers.
- Assisted the finance team with reporting and accuracy checks.

- Front Desk Agent (Receptionist)

Fairmont Towers Hotel – Cairo, Egypt | Feb 2019 – Dec 2020

- Welcomed VIP guests and handled reservations.
- Resolved customer complaints efficiently and professionally.
- Coordinated guest services across departments for seamless experiences.
- Guest Relations Agent

- Loan Sales Officer

Abu Dhabi Islamic Bank – Cairo, Egypt | Feb 2017 – Dec 2018

- Evaluated and processed loan applications for retail customers.
- Achieved monthly sales targets through customized loan solutions.
- Coordinated with the credit department to ensure accuracy of documentation.
- Built long-term relationships with clients to support retention.

- Loan Sales Agent

Commercial International Bank (CIB) – Cairo, Egypt | Jan 2016 – Jan 2017

- Promoted personal and auto loan products to prospective clients.
- Collected, reviewed, and submitted required documentation.
- Ensured compliance with banking and regulatory policies.

- Loan Sales Agent

Citibank – Cairo, Egypt | Jan 2014 – Dec 2015

- Advised clients on loan types, terms, and repayment plans.
- Managed a portfolio of clients to maintain satisfaction and renewals.

- Real Estate Broker | Jan 2011 – 2014

In a private Real Estate Office in Cairo Residential & Commercial Specialist | Negotiation Expert

## Education

Bachelor's Degree in Business Administration – Foreign Trade

Helwan University – Cairo, Egypt

English Section – Specialization in Economy and Foreign Trade

Graduated: 2010

## Certifications & Courses

- Visual Basic Programming – Armed Forces Computer Institute
- Computerized Accounting Certificate – Armed Forces Institute
- Language Certifications – English, Italian, French
- Fire Safety Training

## Technical Skills

- Microsoft Office (Word, Excel, PowerPoint, Outlook, Access)
- Visual Basic Programming
- Windows OS & Internet Applications
- Typing and Data Entry
- Document Translation (English, Italian, French)

## Key Competencies

- Customer Service Excellence
- Loan Sales & Banking Operations
- Target Achievement & Sales Strategy
- Complaint Resolution & Problem Solving
- Team Collaboration & Leadership
- Telephone Communication Etiquette

## Additional Information

Date of Birth: December 4, 1988

Nationality: Egyptian

Marital Status: Single

Military Status: Exempt

Driving License: Private (Egypt)