

Sameh Zaidan - Client Onboarding Specialist

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OBJECTIVE

- Obtaining more administrative responsibilities, in an effort to develop administrative and practical skills and training and evaluation and promotion in the job and to search for job a bigger company name and Suitable my qualifications, skills, and experience
- Aiming for a chance to grow and expand through motivation and learning in a creative environment that gives room for inspiration and ground ground-breaking unconventional fresh ideas to develop my career with a solid experience further educate myself to a diploma degree reach a top position

WORK EXPERIENCE

Client Onboarding Specialist - Arab Financial Services

Nov 2023 - Till Now [7 months]

- Supporting, coordinating, researching and prioritizing daily work to meet service expectations.
- Communicating exceptions to service standards and opportunities for improvement while delivering accurate and timely nonqualified retirement plan administrative services.
- Partner with the Client Onboarding Manager, and other internal/external teams to create a smooth onboarding or implementation experience for all parties.
- Manage the process of establishing plan documents and service agreements for new and conversion transition plans.
- Process daily work through workflow tools to meet customer and team needs. Assist with non-qualified service including reports, document updates or other tasks to ensure timely and accurate completion of requests.
- Ensure all contracts are established properly on all systems and create an accurate enrollment experience by establishing proper support materials

Senior Sales Admin - The DataFlow Group

Mar 2021 - Dec 2022 [1 year, 10 months]

- digiflow net web portal is an online exclusive verification process between issuing authorities (IA's) of education and employment certificates issued by universities, colleges, licensing authorities and employers and dataflow group
- sales and business development activities for digiflow online web portal
- to sign up universities colleges licensing authorities and employs on the digiflow net online verification process
- To identify an create new partner opportunities and maintain existing partner relationships
- To prepare plan and execute research and analysis on universities, colleges, licensing authorities and employers to be targeted
- Reach out to prospective IA partners via email, cold calls, face to face meetings
- Execute sign ups with universities, colleges, licensing authorities and employers as partners on Digiflow net portal
- Provide continued support to the partners, maintain a long term relationship and maximize other opportunities through these partners
- Drive seamless and continuous improvement of the product experience through close interactions with the partners
- Attend seminars and conventions to reach out to maximum prospective partners
- Build a sustainable sales pipeline
- Work with intra-department leadership to develop and implement highly effective sales plans for multiple target0020partners

Purchasing & Logistics Specialist - Metra Computer LLC

Apr 2017 - Dec 2020 [3 years, 9 months]

- Responsible for executing POs, request all required approvals and conduct effective interaction with Product Managers, Sales and Finance Teams, while maintaining compliance with corporate policy.
- Responsible for reviewing and submitting approved POs to suppliers.
- Ensures that goods are shipped in the most timely & efficient manner while targeting cost reduction, freight savings & contractual requirements
- Arrange with suppliers/freight forwarder for shipping the products & arrange for preparing all shipping documents & ensure that all documentation meets import/export regulations & customer requirements, & ensure that any other required documents/approvals will be available for clearance purpose
- Provide an interface with finance department, coordinate with it to process supplier payables & maintain supplier SOA
- Responsible for starting the clearance process for clearing the products ordered & shipped, & responsible for tracking the shipment status from shipment arrival through delivery to company/customer warehouse.

- Communicate with the clearance agent to clear the goods & ensures that goods are cleared in the most timely and efficient manner while targeting cost reduction, clearance expenses savings and contractual requirements.
- Arrange with relevant departments and clearance agent for preparing all documents required for clearance purposes including customs certificate, Form4, Authorities approvals, etc., Performs various other duties as requested

Purchasing Specialist - Metra Computer LLC

Dec 2012 - Jan 2017 [4 years, 2 months]

- Responsible for following up the purchasing orders Tracking them and making the requested purchasing operations and procedures.
- In addition, managing all bank's procedures and negotiating with the suppliers on price terms of products.
- Interact with suppliers on a daily basis to resolve transaction issues and gather critical information invoices, tracking info, tax docs. etc.
- Responsible for appropriate supplier selection/bidding processes for selected purchase requests, and supplier and contract pricing validation for all purchase requests under category management responsibility.
- Responsible for managing projects to improve procurement processes.
- Responsible for supplier communication to resolve transaction issues.
- Responsible for resolving invoice price and terms discrepancies to enable order processing.

EDUCATION

May 2011	Al Alson academy - Bachelor's Degree in Management Information Systems
Aug 2007	Saint Fatima High School - Diploma of Electronics and Compute

TRAINING COURSES

Aug 2015	Certificate MBA - Ain Shams University Scientific Computing Center
May 2012	Certificate CCNA - Cisco Networking Academy

CERTIFICATIONS

Nov 2024	Bank ABC , Anti-Bribery and Corruption
Nov 2024	Bank ABC , Anti-Money Laundering: Know Your Customer
Apr 2024	Bank ABC , Legal Compliance and Ethics Center - Code of Conduct
Apr 2024	Bank ABC , Legal Compliance and Ethics Center – Whistleblowing
Dec 2020	Metra Computer LLC - Experience Certificate Operation Specialist

PERSONAL SKILLS

✓ Problem Solving Skills	✓ .Communication Skills	✓ Teamwork.	✓ Leadership
✓ Interpersonal skills	✓ Task management	✓ Organization Skills	✓ Respectfulness
✓ Critical Thinking Skills	✓ Adaptability	✓ Responsibility	✓ Stress management
✓ Flexibility	✓ Attention to detail	✓ Creativity	

COMPUTER SKILLS

✓ Word processing	✓ Microsoft Office.	✓ Microsoft Office.
✓ Spreadsheets	✓ G Suite.	✓ G Suite.
✓ Presentations	✓ Email communication.	✓ Email communication.

LANGUAGES

Arabic Mother tongue

English Full professional proficiency