

Mohammed abdel azeem shaltout

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Career objective

To secure a position in a stable, progressive company offering career growth through proven performance. To be offered a challenging job position and job responsibilities and duties, one where i could be offered the chance to prove and enhance my skills and capabilities

Work Experience:

National Bank of Greece

Customer service specialist
12 July 2020 till 2 feb 2022



- Provide accurate, valid and complete information by using the right method/tool
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies.
- Take the extra mile to engage the customer
- To resolve product or service problems by clarifying the customer's complaint, determining the Cause of the problem, selecting and explaining the best solution to solve the problem and Following up to ensure resolution.
- To build a strong relationship with customers.
- Respond promptly to customer inquiries handle and resolve customer complaints obtain and evaluate all relevant information to handle product and service inquiries
- Provide pricing and delivery information perform customer verification
- Set up new customer accounts process orders, forms, applications and requests organize workflow to meet customer time frames direct requests and unresolved issues to the designated resource
- Manage customers accounts keep records of customer interactions and transactions record details of inquiries, comments and complaints
- Record details of actions taken prepare and distribute customer activity reports maintain customer databases

Egypt

Mashreq bank, Cairo-

Senior sales

15 July 2015 till 15 Nov 2018



- Provides account services to customers by receiving deposits and loan payments, cashing checks, issuing savings withdrawals, recording night and mail deposits, selling cashier's checks, traveler's checks, answering questions in person or on

telephone; referring to other bank services in accordance with bank policies, procedures and requirements.

- Managing internal transfers between accounts and collections checks.
- Identifies sales and cross selling opportunities and make qualified referrals by answering inquiries, informing customers of new services and product promotions, ascertaining customers' needs, directing customers to a branch representative.
- Completes special requests by closing accounts, exchanging foreign currencies; providing special statements, copies, and referrals.
- Reconciles cash drawer by proving cash transactions, counting and packaging currency and coins turning in excess cash and mutilated currency to head teller; maintaining supply of cash and currency.
- Maintains customer confidence and protects bank operations by keeping information confidential.
- Contributes to team effort by accomplishing related results as needed.

ADIB Bank, Cairo-Egypt



Senior sales

1 Jan 2012 till 15 July 2015

- **Execution of Sales Plan** - Initiating on reactive sales actions like contacting existing customers for cross selling opportunities (included: specialized products, e.g. money market products)
- Achieving objectives allocated to the division
- **Administrations**- Management diary items in accordance with prescript procedures and requirements of the Bank
- Accurate compilation and preparation of all client related administration documents and ensures that all instructions are correct and carried out as stipulated
- Accurate completion of applicable powers of attorney/mandates and signing arrangements
- Ensures that all documents are received and systems entries correctly completed when opening accounts
- Closing/transferring of accounts for walk-in customers
- **People Management** - Effectively plan and conduct formal and on the job trainings to ensure that sufficient expertise are available to perform the job.
- Sufficient knowledge of staff and their duties to do effective evaluation in accordance the Banks guidelines.

BARCLAYS Bank, Cairo-Egypt



Direct Sales

1 Jun 2010 till 1 Dec 2012

- Achieving Products Monthly & annual targets.
- Creating new sales channels and generating new leads for self by networking with prospective customers.

- Participate in preparing the Products sales and marketing plan and liaising with involved parties to implement them.
- Follow up with potential clients to propose new offers, ask for pending documents, and answer inquiriesEtc.
- Work as a part of an agile sales team to meet and exceed targets set by the Division
- Make sufficient yet excellent phone calls to prospects
- Maximize a sales opportunity by up-selling and cross-selling

Education

Al Jazeera Academy- **BS in Management Information Systems**

Major: Computer science

Degree: Good (76%)

Attended courses and diplomas

- Consultative selling diploma from Canadian training center.
- Modern sales professional diploma from elfiky international human development
- Modern sales professional diploma from Canadian international foundation for training and consultancy.
- ICDL

Capabilities

- Planning
- Team leading, Ability to lead a team and to be an effective team member
- Hard worker, meticulous, punctual, and solution oriented
- Good communication and presentation skills
- Self-motivated, organized, ambitious, adaptable, and quick learner
- Ability to work effectively under pressure
- Business Letter Writing
- Conference Organization

Language skills

- Native language: Arabic , English
- Good Command of both written and spoken

PERSONAL INFORMATION

Date of Birth : 10/06/1987

Marital Status : married
Religion : Muslim
Nationality : Egyptian