

**Reham medhat Mohamed**  
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Reliable customer service in the financial services industry providing exceptional customer service in busy banking settings. Dedicated to supporting customers with all enquiries, resolving financial issues ,and cultivating appositve image of the bank 'institution'. committed to following all banking procedures and utilising effective people skills to win and retain loyal customers.

## Education

Bachelor of commerce – Alexandria University  
Business administration – marketing department – July 2022  
Good// Academic record with 76.60%

## Experience

working as public service in bank Nasser from 1/10/2022 to present  
communicate with 80+ customers daily , understand customers needs and provide solutions  
answered product and offered information on related products and services.

Sales representative in charge of cosmetics at fyad EL-Karim pharmacy from 8/2021 to 10/2022

## Courses

Courses	Scope	From	Date
<u>Digital marketing</u>	Google analytics , SEO , CRM , building online store	<u>free hands &amp;HR-school</u>	(40hrs)JUL 2022
<u>ICDL</u>	control Microsoft office in general	<u>Edraak &amp; Specto</u>	(30hrs)May 2022
<u>ICDL</u>	with grade A+	<u>Arebian Academy ISO</u>	(39hrs) Aug 2019
<u>HR</u>	from attracting employees to salaries , incentives , training courses.	<u>HRPA</u>	(40hrs)May2019

## Extracurricular experience

Meshwary from UNICEF &Ministry of youth and sports . from 7/5/2022 to 9/5/2022  
Member at student union (social committee) . 2022  
Head of organizing a Mother's day for Alexandria university . 2022  
Leader for Alexandria university blood bank convoy . 2019&2021&2022  
OC member for graduation ceremony for faculty of commerce of Alexandria university . 2019&2021&2022  
Leader for organizing the corona vaccine committees at the faculty of commerce of Alexandria university .

## Core skills

Upselling & cross-selling	Banking CRM	Customer service	Problem analysis	Complaint resolution
Call center operations	Creativity	leadership	Microsoft office	Communication skills

