



# VALERIE NASHAT GOWANY

## EXPERIENCE

**Sep 2015–Mar 2017**

Employee • Social Media Moderator • NG Furniture

**Nov 2017–Jun 2018**

Employee • English teacher • Saint George Language School ( Nasr City )

**July 2018–Dec 2021**

Employee • Graduate Trainee • Credit Agricole Bank in Egypt

\* Relationship Assistant

\* Relationship Officer

- Replacing the Relationship Manager in all daily work.
- Handling and covering all customer requests/inquiries to deliver Excellent
- Cross-selling all bank products such as loans, credit cards (secured/unsecured, bank assurance, opening new accounts and liabilities to meet the target and client's needs.
- Handling Branch CS operations.
- Handling client's Complaints.
- Handling monthly reports.
- Handling compliance report.

**Jan 2022–Present**

Senior • Customer service, sales support, and data analyst • Life Sports Club.

- Reporting to the CEO, CD & Marketing Manager on a daily/ monthly basis.
- Handling all member's requests and complaints.
- Handle and follow up sales activity daily.

## EDUCATION

**Future Academy, Faculty of Commerce**

- Accounting major
- Grade: Very Good
- Year of graduation: 2017



Zeiton  
Cairo, Egypt



+201202321331



Valeriengowany@gmail.com



<https://www.linkedin.com/in/valerie-nashaat-56062914b/>

## OBJECTIVE

Seeking a challenging position that will enable me to develop my abilities and skills

and will provide me with the opportunity for professional growth, where my experience and interpersonal skills can be accepted.

## SKILLS

- Communication and negotiation skills.
- Ability to work under pressure.
- Team Player.
- Self-motivated.
- Fast learner.
- Creative Problem-solving.
- Technical skills.
- Multitasker.

## COURSES

### **Courses at Credit Agricole Egypt Bank:**

Customer Service Certificate  
Value at Credit Agricole Egypt  
Bancassurance at Credit Agricole Egypt / Allianz  
Compliance - Financial Security and Fraud Prevention  
Principles of law  
International Sanctions  
Anti-money laundering  
Risk culture  
Legal Aspects  
Mortgage  
Solving problem skills

## LANGUAGES

Arabic: Mother tongue, Excellent in both written and spoken.  
English: Excellent English in speaking, writing, reading and listening.  
French: Fair knowledge in reading and listening

## REFERENCES

[Available upon request.]