



**Mohamed Tharwat Badr**

## Contact information

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## Personal information

- Date of birth: 15/08/1989
- Marital status: Married
- Nationality : Egyptian
- Military status : Exempted

## EDUCATION

- Bachelor degree of Commerce  
Mansoura University, English Section, Accounting Department, Grade (Good) 2010

## Languages

- Arabic
- English ( very good )

## RESUME OBJECTIVE

Seeking a challenging position within a multinational organization which I can develop both my technical and my personal skills to be a beneficial team member

## EXPERIENC

### Friends for Exchange Company

- *Worked as accountant from 01/01/2011 till 31/12/2012*

### National Bank of Egypt

#### 10 years of experience as following:

- Credit specialist from 03/03/2013 to 31/03/2014
- Banking operations from 01/04/2014 to 31/03/2015
  - Preparing and implementing accounting entries
  - Preparing and adding salaries for government agencies contracting with the bank
  - Reviewing and controlling of GL and trial balance.
- *Customer services representative* from 01/04/2015 to 30/06/2020
  - Marketing and business promotion providing advice and satisfying their desires in a systematic manner, as well as attracting new clients to achieve the subsidiary goal by increasing the volume Deposits and loans) achieving growth in branch numbers and business results (Increasing the market share of the bank
  - Providing banking services of excellent quality, befitting the prestige of our bank.
- *Customer services supervisor* from 01/07/2020 till 15/08/2023
  - Supervision and leadership of the customer service team and help them to complete and accomplish all the work and achieve the required targets.
  - Attracting new customers to achieve the bank's objectives, increase the volume of deposits and loans, and increase the bank's market share.
  - Providing banking advice, whether to existing branch clients or new clients and respond to their inquiries about the best products and services of the bank in order to solve customer problems and increase their affiliation and loyalty to the bank.
  - Participate in developing and activating marketing plans and participate in identifying names senior clients for each relationship manager, in addition to doing marketing and promotional work for products inside and outside the bank with the aim of maximizing branch numbers and attracting new customers.

## Skills

Communication skills , Collaboration, Time Management, Computer skills, Microsoft word, Excel, PowerPoint, Banking system, Oracle, Ability to work under pressure

## Courses:

**EDU Egypt (Education Development for Universities in Egypt) training course in:**

- Communication skills, Presentation skills, Business and report writing, Customer service skills, Business English