

SHADY GHALI



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Summary

An analytical personality with good communication and organizational skills. I have the essential knowledge for managing my work/team and the ability to influence others and also talented in problem-solving skills needed in finance.

Accepting challenging situations and hopeless cases and turning them into success.

Seeking to grow my career path as a Relationship Manager.

Experience



Operation Supervisor

IBS - International Business Services

Jan 2009 - May 2023 (14 years 5 months)

Work Sites:

- Crédit Agricole
- ARAB AFRICAN INTERNATIONAL BANK

Job Responsibilities:

- Set up machines (calibration, cleaning, etc.) to start a production cycle.
- Control and adjust machine settings (e.g., speed).
- Feed raw materials or parts to semi-automated machines.
- Inspect parts with precision and measuring tools.
- Test the operation of machines periodically.
- Fix issues that might occur during the shift.
- Check output to spot any machine-related mistakes or flaws.
- Keep records of approved and defective units or final products.
- Maintain activity logs.
- Data entry.
- Soft Waring.



Retail Sales Specialist

Groupe Crédit Agricole

Oct 2005 - Dec 2008 (3 years 3 months)

Job Responsibilities:

- Open and close checking and savings accounts.
- Advise customers on financial services (lines of credit and mortgages).
- Cross-sell products and services.
- Approach and sign on new customers.
- Collaborate with other professionals to ensure high-quality customer service.
- Perform various clerical tasks (filing).

- Handle customer complaints and solve problems.

Education



Higher Institute of Advanced Studies

Bachelor, Computer Science

2001 - 2005

Licenses & Certifications



Collecting Data



Internet Researching



Microsoft Office (Word, Excel, PowerPoint)



SAP Course (Ain Shams University)



General & conversation English course (AUC)



ICDL Diploma



English course at AMIDEAST



English course at The American University in Cairo



Time Management & Priority Setting



Financial Modeling in Excel



Problem Solving & Decision Making



Presentation Skills - Reaching Pinnacles

Skills

administrative support • atm • decision making • english • file management • financial modeling • leadership • management • microsoft excel • microsoft office