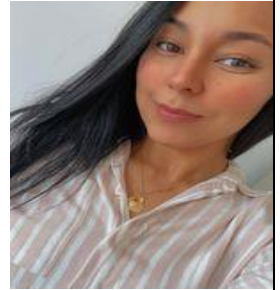


. PERSONAL INFORMATIN :

- . Name : *Fatma Abdel Alim Tawfik* .
- . Address : *Swan Lake compound – 6th Of October City – Giza* .
- . Date Of Birth: *24/08/1993* .
- . Marital Status : *Single* .
- . Mob : *01061013158* .
- . E-mail : yasmineabdelhaili@icloud.com .



. EDUCATIONA:

BACHELOR OF BUSINESS ADMINISTRATION

- . Collage / Academic : International Academy for Engineering & Media Science. “ IAEMS ”
- . Major: Marketing & Advertising . . Grade : V . good .
- . Start Date: 2012 . . End Date: 2016 .

. WORK EXPERIENCE:

From : 2016 . Till : 2017.

- 1) Was Working at “ HELNAN DREAMLAND HOTEL “ As a receptionist (GSA) , And at the Reservation Department applying the customers application via mail , website and through phone .

From: 2018 . Till : 2022 .

- 2) Was Working at “ SAKAN FINANCE FOR MORTGAGE “ As credit officer – Retail Banking :

DUTIES AND RESPONSIBILITIES:

- . Collecting all the files and documents that we receive from the sales department to check the ability to give approval for the client to take the loan .
- . Responsible to check the I – SCORE of the clients to approve .
- . Receive the cheques from the finance department to deliver it to the clients .
- . Responsible to prepare the collection report and send it to the operation department .
- . Responsible to converting defaulted customer cheques to the legal department .

. COMPUTER SKILLS:

Microsoft Office : Very Good with Word , Excel , Outlook & Internet browsing .

. PERSONAL SKILLS:

- . Excellent communication skills due to interacting with remote customers .
- . Excellent working and handling with the team work to achieve the business objectives and have the Ability to persuade and learn new skills .
- . Problem solving , treat , care , help , handle and follow up the customers .
- . Utilize my experience and education in getting the job done in an excellent manner .

.LANGUAGES:

- . Arabic: Native Language .
- . English: Very Good .