

NERMEEN

ESSAM

PORTFOLIO QUALITY CONTROL

CONTACT

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SUMMARY

Energetic and innovative banker with a passion for problem-solving . With four years of experience in retail department, I led branches to successfully increase number of applications of retail products that are submitted through customer service and direct sales employees after applying some changes that facilitated the process. Let's team up to turn your ideas into reality and revolutionize the digital landscape together!

SKILLS

- Excellent use of MS Office
- Time Management
- Interpersonal Skills
- Effective Communication

WORKING EXPERIENCE

RETAIL PORTFOLIO QUALITY CONTROL

BANK ABC Head Office | 2023 - Present

- Extracting & analyzing MIS daily reports for all retail banking products to analyze them and find out how long it takes to complete requests (TAT), after issuing the credit approval, to get back to the branches and sales departments to solve any delay in completing the documents required for implementation:
- Reviewing the number of pending & declined cases and the reasons for each of them, referring to the Branch Support Department and DS through the coordinator in case that the cases do not meet all documents and data required
- Giving proposals for product development, which are presented to product managers
- Conduct an analysis to determine the focus on one program rather than other programs through the MIS report

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION MARKETING

Arab Open University
2015 - 2019

LANGUAGES

● ENGLISH

Fluent

● ARABIC

Native

● BRANCHES COORDINATOR

BANK ABC Head Office

| 2021 - 2023

- ·Receiving cases sent from all branches (PL, CC, AL, OVD) to submit for RCD.
- ·Complete procedures from RCD, RCA and AOU, dealing with risk and complaints to book credit cards personal loans and overdraft, match outstanding, increase or decrease limit to any products, match signature and lift checks on the system so all systemic mails are handled between the branches and other departments at the head office to face any problem or misunderstanding to solve it.
- Preparing excel sheets with the names of all employees in the branches and evaluate what they provide whether files or systemic mails daily, monthly and yearly, what they have achieved with client name and handling with RCD analysts on updating the progress of files that is already being worked on it to follow up on the system.
- ·Signing or completion of a process within the client's application in the main branch when required.

● EXECUTIVE ASSISTANT

EUROVAN INTERNATIONAL
EVI

| 2018 - 2021

- Maintain executive's agenda and assist in planning appointments, board meetings, conferences etc.
- Attend meetings and keep minutes
- Receive and screen phone calls and redirect them when appropriate
- Handle and prioritize all outgoing or incoming correspondence (e-mail, letters, packages etc.)
- Handle confidential documents ensuring they remain secure
- Prepare invoices or financial statements
- Monitor office supplies