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## Objective

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Dynamic and results-driven professional with a strong background in marketing, public relations, and teaching. Seeking to leverage my diverse skill set and educational credentials to secure a challenging position that allows me to contribute significantly to a forward-thinking organization's growth and success.

## Education

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Bachelor of Business Administration in Marketing

Ain Shams University, Cairo, Egypt

GPA: 3.85

2018 – 2022

## Experience

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- **EGbank**  
**Customer Information Officer**

February 2023 – Present

- Greet and assist clients, providing personalized service and addressing their banking needs with a focus on maintaining high customer satisfaction and loyalty.
- Manage branch queue effectively, directing clients to different service channels, resolving inquiries, and facilitating smooth transactions.
- Expertly handle documentation for various banking products and services, ensuring accuracy and compliance with established policies and procedures
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- **Thndr**  
**customer experience**

September 2022 – February 2023

- Responding promptly to customer inquiries & communicating with customers through various channels
- juggle multiple inbound calls from different customers and resolving customer complaints
- Keeping records of customer interactions, comments and complaints

## Training

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- **Intern, Marketing and Operations**  
Egyptian Cultural Center (ECC), Cairo, Egypt

November 2021 – March 2022

- Developed and executed marketing strategies to promote student activities and events, resulting in increased participation and enrollment.



Edit with WPS Office

- Facilitated the admission process and generated engaging content to attract potential students, contributing to the center's growth.

- **English and Math Teacher**  
Genius Academy, Cairo, Egypt

March 2020 – May 2020

- Instructed pre-schoolers in English and mathematics, designing and implementing lesson plans and activities to foster a stimulating learning environment and support their overall development.

## **Skills**

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- Marketing and PR: Proven ability to develop and implement effective promotional strategies to drive engagement and enrollment.
- Customer Service: Adept in providing professional and courteous assistance to customers, ensuring their needs are met in a timely and effective manner.
- Teaching: Exceptional skills in educating and engaging young students, creating a positive and interactive learning environment.
- Communication: Proficient in verbal and written communication, enabling effective interactions with diverse stakeholders.
- IT: Proficiency in basic IT, with the ability to adapt to new software and systems as required.
- Accounting and Finance: Sound understanding of accounting and finance principles, contributing to a comprehensive business knowledge base.

## **Language**

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Arabic : mother tongue  
English : profeciency  
French : basic

