Naira Eid Mahmoud Saeed

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Objective

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

Bachelor of Business Administration in Marketing Ain Shams University, Cairo, Egypt GPA: 3.85 2018 – 2022

Experience

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 inbounds from different customers and resolving customer complaints
- -Keeping records of customer interactions, comments and complaints

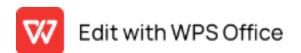
Training

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.



- 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

- 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

Arabic : mother tongue English : profeciency French : basic

