

# KARIM AHMED ESMAIL

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Twitter/Blog/Portfolio



## EDUCATION

**BSC. Of Accounting | School of Management, Modern Science and Arts University.**

FROM 2013 – 2018

Course work: Financial Accounting, Human Resource Management, Macro Economics, etc.



## EXPERIENCE

**Educational Advisor Bloom Business School (BBS)**

From Feb 2024- Currently

- Introducing Master of Business Administration and Doctorate of Business Administration and many other short courses related to Business administration to interested applicants.
- Follow up with the interested applicants via phone calls and meetings.
- Contact corporates that are interested in developing their employees through customized training.

**Customer Service and Sales Agent | National Bank of Egypt**

FROM APRIL 2022– February 2024

- Assist customers with have questions, inquiries and complains.
- De-escalate situations involving dissatisfied customers, offering assistance and support.
- Promote the bank's news products, services and policies.
- Buy investment certificates for the benefit of bank's customers in local and foreign currency.
- Help clients to register in bank's applications and services.

**Teller | Egypt Post**

FROM MARCH 2020 – 2022

- Assist customers with basic transactions, such as making deposits and withdrawals.
- Accept cash, checks, and other forms of payment from customers and keeping deposit slip, checks, and cash in order.
- Answer customers' inquiries about their accounts and the post office services and products.
- Settle bills (phone, electricity...) for customers.

**Customer Service Agent | Etisalat Egypt**

FROM APRIL 2018 – SEPTEMBER 2018

- Work as a customer service agent receiving calls from clients that have questions, inquiries and complaints.
- De-escalate situations involving dissatisfied customers, offering patient assistance and support.
- Help clients to register in company's applications and service.

**Sales agent | Demaya Store for Women's shoes**

FROM MARCH 2018 – APRIL 2018

Present, promote and sell products.



## SKILLS

- Persuasive speaking skills
- Empathy
- Adaptability
- Ability to use positive language
- Clear communication skills
- self-control
- Taking Responsibility