



# ABDELRAHMAN EHAB AWAD ABDELHALIM

+201001346683    abdelhalimabdelrahman880@gmail.com    Abdelrahman Abdelhalim  
in Abdelrahman Abdelhalim    Egyptian    Exempted from military service    Kafr Abdo, Alexandria

## Profile

**Customer Service Representative bringing top-notch skills in oral and written communication, active listening, and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty. Customer Service Representative bringing top-notch skills in oral and written communication, active listening, and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty. Experienced Loan Officer adept at assessing customer needs, providing suitable products, and guiding customers through the loan process. Handles complex financial transactions using in-depth knowledge of loan products, services, and lending regulations. Develops strong customer relationships by providing excellent service. I am seeking a job in banks, and companies. You can count on me, as I do my best when undertaking business in order to achieve the desired goals.**

## Education

Sep 2018 – Jul 2022  
Alexandria, Egypt

**Bachelor of Laws (LLB)**  
Faculty of Law, Alexandria University  
• I have studied Law, Politics, and Economics.

## Courses

|                 |   |
|-----------------|---|
| Coursera        | <b>1- Introduction to Forensic Science</b><br>Nanyang Technological University          |
| Coursera        | <b>2- American Contract Law I</b><br>Yale Law School                                    |
| Coursera        | <b>3- American Contract Law II</b><br>Yale Law School                                   |
| Coursera        | <b>4- High Stakes Leadership: Leading in Times of Crisis</b><br>University of Michigan  |
| Coursera        | <b>5- Constitutional Concepts and Supreme Court Cases</b><br>University of Pennsylvania |
| Coursera        | <b>6- Introduction to International Criminal Law</b><br>Case Western Reserve University |
| Coursera        | <b>7- Introduction to English Common Law</b><br>University of London                    |
| WBGx - edX      | <b>8- Data for Better Lives: A New Social Contract</b><br>World Bank Group              |
| FedericaX - edX | <b>9- Comparative Judicial Systems</b><br>Università di Napoli Federico II              |

## Languages

|        |         |               |        |
|--------|---------|---------------|--------|
| Arabic | English | Legal English | French |
|--------|---------|---------------|--------|

## Computer Skills

Data Entry

MS Office

## Professional Experience

Jul 2018 – Oct 2022  
Alexandria, Egypt

### Trainee

*EL-Qandil Law Firm*

- Writing legal research accurately across websites and encyclopedias.
- Writing and reviewing contracts accurately after specifying the terms of each contract, whether commercial or civil.
- Dealing using good manners with police officers, members of the judiciary, and clients.
- Analyzing legal documents and extracting evidence from police reports, Public Prosecution investigations, and State Council cases.
- Attending trials and seeing how the head of a law firm pleads before civil, commercial, economic, criminal, maritime courts, the Court of Cassation, and the State Council.
- Communicated with law firms and paralegals to gather information for lawsuits.
- Researched statutes and laws to support compliance and legal risk management.
- Organized legal filing system to maximize efficiency.

Oct 2022 – present  
Kafr El-Shaikh, Egypt

### Customer Service Representative

*Future Business Women Association, (Loans and microfinance sector)*

- Resolved concerns with products or services to help with retention and drive sales.
- Responded to customer calls and emails to answer questions about products and services.
- Maintained and managed customer files and databases.
- Evaluated account and service histories to identify trends, using data to mitigate future issues.
- Offered free products or services to pacify irate or unsatisfied customers.
- Boosted sales revenue by skillfully promoting diverse service options.
- Embraced spotlight on customer service by creating courteous, friendly atmosphere for guests.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Recommended loan approvals and denials based on customer loan application reviews.
- Originated, reviewed, processed, closed, and administered customer loan proposals.
- Maintained strict confidentiality of bank records and client information.
- Collaborated with other departments to promptly process loan applications.

Feb 2023 – present  
Egypt

### Freelance Lawyer

*Egyptian Bar Association* 

## Skills

- |                                    |                        |                         |                        |
|------------------------------------|------------------------|-------------------------|------------------------|
| • Ability to Use Positive Language | • Accurate             | • Adaptability          | • Business Development |
| • Calm under pressure              | • Collaboration        | • Contract finalization | • Corporate Law        |
| • Criminal Law                     | • Document preparation | • Efficient             | • Empathy              |
| • Excellent communication          | • Fast learner         | • Exceptional writer    | • Good etiquette       |
| • Labor Code                       | • Leadership           | • Office meetings       | • Patience             |
| • Problem-Solving                  | • Self-Control         | • Self-Motivated        | • Strategic planning   |
| • Taking Responsibility            | • Teamwork             | • Team player           | • Time management      |
| • Workplace training               | • Cash equities        | • Buyer vetting         | • Financial Management |