


Dina Mahmoud

Customer Service Specialist

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ACCOUNTING

Graduated
2013

Bachelor of Accounting – Completed - College of Commerce , Alexandria University



CAREER OVERVIEW

Customer Service
Representative

Dec 2013 – March 2019

Faisl ElRasheed Group - Alexandeia

- Providing training to new employees.
- Responsible to deal with companies and new accounts everyday.
- Handling customer transactions, referring credit products and balancing cash drawers.
- Processing branch's daily banking operations.
- Team Handling.
- Handling customer transactions, referring credit products and balancing cash drawers.
- Processing branch's daily banking operations.
- Team Handling.
- Managed branch operations and day to day activities like handling of vault operations.
- Guiding of new employees in defining the work environment.
- Handled selling and buying of the policies of the companies.
- Established 1 of the branch of the company successfully overseas.
- Solving customers complains.
- After sales services.
- Compilling the following data about customers.
- Setting up and maintaining a customer's personal files.
- Reading all correspondence including inquiry letters, job applications and CVs that are sent in.
- Replying to any correspondence and emails.
- Updating daily, monthly and yearly target sheets.



SKILLS

- Good analytical and planning skills.
- Good Accuracy and attention to details.
- Excellent problem analysis.
- Excellent judgement according to the situation.