

Yasmin Saber

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[linkedin.com/in/yasmin-saber-32645611a](https://www.linkedin.com/in/yasmin-saber-32645611a)
Egypt, Alexandria, Victoria (**can relocate**)

About

Experienced Customer Service Specialist with a demonstrated history of working in the banking industry .skilled in Negotiation, Customer service, Teamwork and Retail Banking. Strong support professional with a Bachelor of English commerce focused in Accounting from Alexandria University.

Work Experience

VIP -Customer Relationship Officer (Banque Misr) **NOV 2022- Present**

- Managing a portfolio of VIP customers and offering full range of wealth management service. In order to achieve revenue goals and portfolio growth targets across a range of products and services.
- Actively identify new customers, grow affluent customers portfolio by introducing higher number of NTB affluent customers.
- Maximize opportunities to sell additional products and services to existing & potential customers
- Maintain strong relationships with customers to enhance their needs to be reflected into each customer's plan.
- Resolve issues and complaints from customers, Deliver high customer service and exceed satisfaction goals by reducing customer complaints

Customer service representative (Banque Misr) **Nov 2018- OCT2022**

- Responsible of handling all customers inquires and needs.
- Promote services and products of the bank to help achieve business goals and maintain customer relationships.
- Cross selling all the bank's products.
- Open all types of accounts (current, savings, and time deposit, saving certificates)
- Carries out operative duties regarding to retail products (credit cards and loans)
- Responsible of all aspects related to documentary credit and letter of grantee.

General Accountant (AICO Germany Swillam group -Alexandria branch) **Nov 2016- Oct 2018**

- Prepare assets, liabilities and capital account entries by compiling and analyzing account information.
- Prepare and post journal entries to ensure all business transactions are recorded.
- Analyze and reconcile bank statements and general ledgers.
- Administer accounts receivable and accounts payable.
- Assist senior accountant in the preparation of weekly/monthly reports. -Maintaining Accounting controls by preparing and recommending policies and.

EDUCATION DETAILS

Bachelor's degree In Accounting 2012-2016

(Faculty of Commerce, English section, Alexandria University)

Very good with honor degree.

Courses and skills

- Very good English language
- Sap Financial Certificate
- Very good in using MS and CRM system
- Money Maker – Dynamic international.
- New business agility- VOIS.
- Design thinking training course – BRAINQUIL.
- Excellent communication and customer handling skills
- Mastering customer service/ Relations, Analytical thinking, Agility- Digital Mind-set and selling techniques.
- The certified banker certificate from Egyptian banking institute.

PERSONAL DETAILS

Full name	Yasmin Abdulrahim Saber ahmed
Date of birth	20 March 1994
Marital status	Single
Address	Al-Emam shafi, st, Victoria, Alexandria
References	Available on request