

Salma Ihab Abdelwahab

Contact Information

01008473285 • salma272ih@gmail.com

Personal Information

Address: Elharam district,
Giza Governorate, Egypt

Phone Number: 01008473285

Email: salma272ih@gmail.com

Date of birth: May 30, 1998

Nationality: Egyptian

Religion: Muslim

Marital status: Single

Experience

[2020]

**[E payment
customer
relationship
specialist]
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**[Lead Foundation
Bank]**

[2021]

**e-payment operations
specialist**

**[Lead Foundation
Bank]**

**Job
responsibilities**

*Day-to-Day Applications Operations /
administrations*

*Review and handle reported complaints and
issues.*

*reporting a monthly business reports
related to all operations*

*reporting a summary monthly reports
related to all operations*

*performing a business reports related to
market*

*Performance of any job-related tasks
assigned by direct manager/supervisor.*

*receiving and processing payments.
applying payments to customer accounts,
preparing new bills,*

setting up billing accounts.

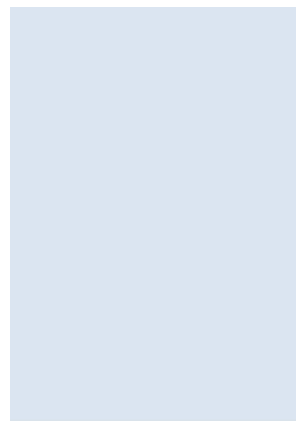
*Build solid ownership of operational
processes with your team*

*Drive operational excellence, while
maintaining sufficient controls and
assessing and mitigating operational risks
Help translate our customer needs into plans
and support these with analysis*

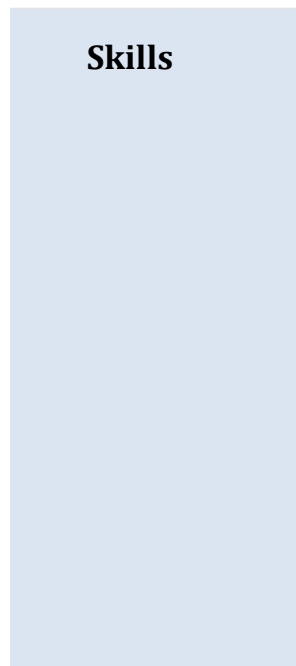
*Drive improvements to our product and
work processes to become more efficient
Act as a point of contact and build good
relationships with our partners*

Education

**Faculty of commerce Ain Shams University
[accounting department] 2020**



- **English language course [online]**
- **short courses ,Sessions in Marketing , social media marketing and soft skills**



Skills

organizational skills
soft skills
presentation
communication
teamwork
problem solving
initiative and
planning and
organizing
self-management
learning
Editing
Flexibility
Listening
Presentation
Public Speaking
Social Skills
Writing



Interests

Reading , writing, Arabic writing , listing to
music „photography
Playing the violin, mathematical tricks puzzles