



Islam Adel Abd El Azeem Seif

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Career objectives:

I am interested in everything related to the field of business administration in order to develop myself in order to reach the best level of science and that is because of my studies of this field and to get a distinction of excellence and also to obtain a prestigious job through which I can achieve the goals of the organization that I work for its success.

Education:

BACHELOR of commerce -Business Administration Of Cairo University.

Graduated year 2015.

- Graduate from Hims-Higher Institute Of Management Sciences –el katamyasince 2015.
- Certificate approved by the Supreme Council of Universities -Cairo University.
- Estimate/ **excellent.**
- Graduation project / **excellent.**
- Cumulative estimate/ **excellent with honors.**

Work experience:

- **Customer service Back Office Agent of NBE Bank of Egypt**

▪Started may 2023 **Until now.**

includes tasks such as data entry, record-keeping, and document management. Agents in the back office also responsible for inputting customer information into databases, updating records, and ensuring data accuracy.

- **Customer service team leader of NBE Bank of Egypt**

▪Started April 2022 To **may 2023.**

Achieving the team's goals of controlling call length, waiting periods and call quality. - Controlling commitment to working hours and breaks as set for the team. - Dealing with customer complaints and cases brought to him whenever necessary. - Dealing quickly and immediately with any emergency during the shift.

- **Customer service representative of NBE Bank of Egypt**

▪Started jan2020To **April 2022**

Work to achieve customer satisfaction by receiving and answering customer requests and complaints and answer Inquiries about the Bank's products and services

In addition to performing some other tasks, for example

Work to review the requests and complaints submitted and review the necessary procedures to work on resolving them

Work to achieve quality with high efficiency by listening to the conversations that take place between employees Telecom sector and customers

Work on internal assistance to carry out the tasks of the division leader and help in general to achieve the goals with high quality

- **technical support representative of Telecom Egypt (WE internet) through exceed.**

▪ **Started Sep 2019 To Decmber 2019.**

Work to solve the problems of the Internet Net service by receiving complaints from customers to provide better service and work to satisfy customers.

- **chief executive officer (CEO) of ATS Solutions for security systems. (Own business) .**

▪ **Started Sep 2018 To sep 2019**

Lead a company's team to achieve the general objectives of the company and that by setting (Good planning -Effective regulation -Permanent guidance -Good control -Performance Measurement -And finally work to solve internal and external problems)

- **Sales manager of El -Masrya Group For Importing & Manufacturing Wood.**

▪ **started Sep 2017 To Sep 2018**

Lead a sales team of nine employees to achieve a specific target

Management of four outlets distributed geographically on the province of Cairo.

Prepare daily, weekly and monthly reports on the following.

Evaluation of the performance of sales department staff.

Report on customer cases and open new markets.

Report on market requirements for each period.

Report suggestions for solving expected problems..

- **Internal Auditor & Executive Secretary Of Al-Atris Misr Company. for Steel Trade.**

. **Started Sep 2016 To Sep 2017**

work field of specialist job planning and internal control (internal auditor) and Assistant General Manager (Executive Secretary) at Al-AtrisEgypt company for Steel Trade.

- **Accountant of Al-Haram constrictions office. for constrictions works.**

Started Sep 2015 To Sep 2016

- Prepare and implement daily adjustments for bank accounts and balances, compiling and analyzing accounting transactions, documenting business transactions, recording and following up on suppliers' accounts and clients' accounts within the scheduled dates to ensure the continuity of supply and production operations.

- Handling payroll, submitting VAT reports monthly, assist in annual tax return preparation.

- Assist in auditing activities by providing necessary information and preparing requested documentations, reinforce financial data confidentiality and conduct database backups.

COURCES

- Anti-money laundering and terrorist financing course (with NBE bank) july-2024.
- soft skills workshop (with NBE bank) April -2023.
- Amaze your customer workshop (with NBE bank) july-2021.
- Sales skills (AL-AtrisMisr)2017.
- ICDL computer skills (AL-AtrisMisr)2016.
- English speaking skills (concept center)2016.

Personal Skills

- develop myself in different work environments.
- work under pressure.
- take advantage of situations and circumstances sudden.
- work to take the appropriate decisions.