**Khloud Sharaf Abdellatif El Zoghby**

**Address:** Nasr City– Cairo, Egypt

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**Work Experience:**

* **From 9/1/2022 till now**

Working at **HSBC, GSC** as **US Client Service Officer**

**Role description:**

* Identify and resolve daily cash management inquiries for wire transfers, ACH, checks, commercial cards, statements, billing, reporting, receivables such as Lockbox, and other core cash management services
* Resolve any/all identified issues promptly and escalate concerns to management as appropriate to ensure timely awareness of any material concerns
* Open daily cases to track inquiries and manage cases to resolution within agreed timelines
* Ensure that fraud/errors/irregular transactions (if any) are identified and escalated
* Ensure that the process productivity, quality and customer experience requirements are met in accordance with standards set
* Protect sensitive client and bank information by ensuring documents, computers, files, and all confidential matters are appropriately handled as set forth by policy
* Show great proactivity and efficiency in resolving cases within SLA and achieving client’s satisfaction.
* Establish and maintain excellent working relationships with the key HSBC Stakeholders.
* Supports HSBC’s GBM and CMB customers.
* Handle assigned Tasks as:
* **Handling training for new joiners.**
* **Managing the team drawbacks with TM and conducting the needed sessions and refreshers.**
* **Handling escalations for Set Up Q and Express.**
* **Building rapport with new joiners to facilitate their mingling process within the team.**
* **Acting as SME by supporting my teammates and providing any needed support from our partners and Stakeholders in India and US.**
* **Assisting in creating new procedures for new processes in calibration with Stakeholders.**
* **Being recognized as the point of contact for partners for any set up query.**
* **Conducting the needed refreshers or training related to new updates in procedure.**
* **From 01/05/2015 till 8/1/2022**

Working at different Schools as an English teacher

* **From 02/09/2016 till 05/03/2018**

Working at **Teleperformance Egypt** as **Customer Service Associate** and **Back Office Agent** at **Du** **Telecoms**

* **From 01/09/2013 till 13/07/2014**

Working at **Teleperformance Egypt** as **Sales Agent** at **Expedia.ca**

**Back Office Agent role description**:

* Handle escalations raised by Front Line.
* Conduct an investigation regarding the financial issue or service issue that the customer is facing.
* Make calculations and collect needed screenshots to prove that the customer is right or not. Resolve the issue and add the needed balance in the customer's account if needed.
* Contact the concerned department if it is an issue related to the service offered to the customer and follow up with it until the issue is resolved.
* Call the customer to inform him about the escalation's result.

**Additional Scope/Responsibilities**

* Acting as Supervisor for my team to assure adhering to Average Handling Time (AHT)
* As SME, I was responsible of updating travel knowledge of my colleagues
* As SME, I was responsible of handling newly joined agents within their first two weeks on the floor and providing refreshing trainings.
* As SME, I was responsible of supporting all agents on the floor.
* As SME, I was responsible of handling escalations.

**Courses**

* A member in **Female Leaders Development program 2024**
* Recently finished **FFPM (Future Fit People Managers) – Cohort 4** **2024**
* **Certified Aspire 2023**, which focus on:
* Growth Mindset
* Personal Effectiveness
* Presentation Skills
* Customer Focus
* Interview Skills
* Microsoft® Certified Technology specialist (MCTS)
* Presentation Skills, Time Management and Surviving Stress, Project Management at Westwood Misr
* Communication Skills at Dale Carnegie
* Presentation Skills and Public Speaking Skills at Bridges Foundation

**Education:**

University : Azhar University

College : Faculty of Humanities

Department : English

Major : B.A in English Language, Literature, and Simultaneous Interpretation

Grade : Good

Graduation : May 2010

**Languages:**

English: Fluent

French: Good (Self-Learning)