

REEM BAHAELOIN ESMAT



CONTACT



+20117250286



reembahaa7575@hotmail.com



Cairo, Egypt

PROFILE SUMMARY

Analytically-minded International Relations graduate who adapts quickly to environment and can work with strong interpersonal skills and passionate about learning and acquiring new skills, looking for a role that provide opportunity for high levels of responsibility.

EDUCATION HISTORY

(2017-2022)

International Relations & Economics graduate - UMST
University of medical Science and technology

• **Majored in:**

Economics , Social and Environmental Studies.

• **Specialized in:**

International relations

SKILLS

- hard working
- time Management
- pay attention to detail
- data analysis
- organizational skills
- good team player
- creative
- problem solving
- flexible
- Critical thinking
- written and verbal communication
- work under pressure
- Business process and planning

LANGUAGES

- Arabic (fluent)
- English (fuent)



MAY 2023
PRESENT

TECHNICAL SUPPORT CUSTOMER SERVICE AGENT;
AT&T BROADBAND

Teleperformance, global digital business services

- Respond to customer queries about AT&T services, equipment, promotions, roaming and billings.
- Enhance customer retention and satisfaction by providing outstanding and prompt customer services.
- Take customer calls and complete service orders.
- Understand customer needs and recommend appropriate products and rate plans.
- Handle customer requests for payments, activations, upgrades and other services.
- Address and resolve customer concerns promptly.
- Handle large volume of customer calls efficiently.
- Maintain adherence to all company protocols.

WORK EXPERIENCE



JAN 2023 **INTERNAL AUDIT AND FORENSIC SERVICES; FRAUD ANALYST**
APR 2023 MTN Sudan, telecommunication company

- Reviewing financial documents to identify inaccuracies
- Analysing financial data and tracing discrepancies
- Forecasting and preventing financial frauds
- Report on revenue losses and damages
- Investigate complex business cases to minimize risk
- Provide litigation support and present findings to be used as trial evidence
- Perform regular financial record audits to ensure compliance with the law
- Keep organised files of all legal cases and Attend court, when needed



NOV 2022 **RISK&COMPLIANCE; ETHICS TRAINEE**
JAN 2023 MTN Sudan, telecommunication company

- Assist in facilitating ethical values and practical application of these values
- Drive innovation and cross functional learning/sharing of best practices ethics initiatives.
- Making the connection between work deliverables, organizational goals and principled ethical performance - managing the relationship between what is currently being done and how, thus determining what needs to change.
- Ensure continuous improvement and innovation for future use.
- Champion culture management and improvement across the business.



SEP 2022 **BUSINESS ANALYSIS TRAINEE**
NOV 2022 MMD Trading, DAL group

- Evaluating business processes, predicting requirements, identifying opportunities for improvement, and designing and implementing solutions.
- Conducting continual evaluations of company operations and creating optimization solutions.
- Updating, implementing, and maintaining procedures. Lead the gathering, filtering, and warehousing of big data for business intelligence.
- Oversee the processes and systems used for data analysis and reporting.
- Generate detailed analysis reports and deliverables for all levels of management.



AUG 2019 **HEAD OF DONATION DEPARTMENT & SOCIAL**
APR 2020 **MEDIA ACCOUNTS MANAGEMENT**
Fill a heart organisation

- Assisted in repairing orphanages on the field while also growing our International community through social media.
- Organised online events for the international community to gain more awareness about our work.
- Recruited influential social media figures to participate in our events and spread awareness about our work.
- Gathered over 200,000 SDG worth of donations.



OCT 2020 **VOLUNTEER**
DEC 2020 Hult prize foundation

- The Hult Prize is an annual, year-long competition that crowd-sources ideas from university level students after challenging them to solve a pressing social issue around topics such as food security, water access, energy, and education.
- The Hult Prize, in partnership with the United Nations, is the worlds biggest engine for the launch of for-good, for-profit startups emerging from universities all around the globe.
- As part of the team, it is our job to cater all the concerns and inquiries of every competing group.
- I learned a lot of things including teamwork, leadership.compassion, passion and intrapersonal skills.
- We had lectures about time management and other Human Resources skills.



AUG 2017 **TEACHER ASSISTANT**
APR British international educational school
2018

- Supporting with the delivery of lessons, workshops and tutorials.
- Participating in one-to-one support and group activities.
- Contacting parents regarding student's educational performance.
- Ensure that students are present in the classroom during classes.
- Help out with marking and recording of students class work.
- Sort out learning materials and make them available.
- Maintain orderliness in class.
- help In the distribution of learning materials to students.