

Bassant Adel Sayed

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Summary

Hardworking graduate with a bachelor's degree in accounting. Equipped, through hands-on experience, with technical accounting skills and a practical understanding of how to apply accounting and business knowledge. Accuracy and precision in all tasks ensure a high level of efficiency and successful problem resolution. An enthusiastic and motivated individual who is committed to a career in the accounting field.

Professional Experiences

Customer Service (Etisalat UAE – SMB – English Acc.)

EGS – Etisalat Global Services

April. 2023 – Present

- Supported +100 clients.
- Gained knowledge of various online systems (CIM – OKM – CBCM - ...etc.)
- Handle customer enquiries, answering any questions and queries in person, over the phone.
- Provide support and comprehensive product / service information to customers.
- Identify opportunities to enhance customer experience and turn dissatisfied customers into happy customers.

Tele-sales (Etisalat UAE – English Acc.)

Raya

Feb. 2023 – April 2023 (1 month)

- Supported +200 clients.
- Contacting potential or existing customers to inform them about a product or service.
- Gained knowledge of various online systems (CIM – OKM)
- Asking questions to understand customer requirements and close sales.
- Go the “extra mile” to meet sales quota and facilitate future sales.
- Look for cross-selling opportunities to increase individual purchase value and overall sales.

Academic Research Writer (Freelancer)

Khamsat website

Oct. 2021 - Present

- Supported +20 clients in +30 technical and non-technical academic papers and articles such as searching for specific topics, content writing, and academic formatting.
- Got 4.5 out of 5 as an overall rating on the platform.
- Gained knowledge of various online search engines and libraries.
- Handled Proofreading, editing, and correcting all given reports properly and efficiently.
- Applied APA and MLA referencing styles.

Sales Coordinator (Freelancer)

Forever Living in UAE

Aug 2018 - Aug 2020 (2 years)

- Handled the marketing activities for the company products via writing posts on social media such as Snapchat, Twitter, ... etc.
- Handled +50 selling deals for their products.
- Answered the customers inquiries and offered them suitable products based on their needs and preferences.
- Supported our customers to complete their purchase process.
- Handled end-to-end refund process upon customers' requests.

Internships

Banque Misr

July 2022 - Aug. 2022

- Attended online courses for an introduction to financial products offered by the bank.
- Attended online courses for soft and communication skills.
- Received the internship certificate after taking the exam.

CIB

July 2021 - Aug. 2021

- Attended online for an introduction to financial inclusion.
- Received the internship certificate after taking the exam.

GUPCO (Gulf of Suez Petroleum Co.)

July 2019 - Aug. 2019

- Joined the finance department as an intern.
- Reviewed the annual medical bills of each employee and checked that it is not exceeding the allowed limit.
- Provided reports for the medical bills reviewal activities

Education

The Arab Academy for Management, Banking and Financial Sciences (AAMBFS)

MBA + SAS Business Analytics, Financial Management (English section)

May. 2023 - Present

Modern Academy

Bachelor's Degree, Faculty of Business Administration, Accounting department
(English section)

Grade: Good

Sep 2018 - May 2022

Graduation Project

Impact of Auditor's Personal Judgment on Auditor Forced Rotation

Grade: Excellent

Courses

- SAP Financial S4HANA, Jupiter Center (Dec. 2022 to Feb. 2023)
- Mini-MBA, International Business Management Institute (Mar. 2021 - Jul 2021) and the course I took:
 - Essential Management Skills
 - Strategy and Operations
 - Finance and Accounting
 - Marketing and Communications
 - Human Resource Management
 - Economics and International Business
- Diploma in International business management, European Open University (Dec 2020 - June 2021)
- Communication strategies for a virtual age, University of Toronto (Aug. 2020- Sep. 2020)
- Financial Modelling and Forecasting Financial Statements (LinkedIn e-learning) (June 2020 - Aug. 2020)
- Financial Analysis of Energy Efficiency Projects I & Projects II, Schneider Electric (Nov. 2019 - Jan. 2020).

Skills

- Eager to learn
- Interpersonal skills
- Teamwork
- Microsoft Office
- Time Management
- Decision Making
- Ability to multitask
- Critical thinking and Problem solving
- Attention to Detail
- Communication

Languages

- Arabic: Native
- English: Professional working proficiency