Mohamed Shaker Abd EL- azim

El shikh Zayd – Giza – Egypt

01015815447 - 01150186561

Mohammedshaker16499@gmail.com

**EDUCATION:**

* **Faculty of commerce, Cairo University.**

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| 1. **Department: Accounting**
 | **Graduated :2021** |

**WORK EXPERIENCE:**

* **National bank of Egypt ( mar 2022 – current )**

**Customer service**

 **Transfer experience to new agents**

 **Assist in handling client’s inquiries**

 **Keep agents updated with the latest system updates and data updates**

 **Comply with the regulations and compliance rules.**

* **Orange Egypt ( Jan 2021 – mar2022 )**

**Technical support**

 **Achieving monthly target for incoming and outgoing calls.**

 **Handling client’s inquiries**

 **Supporting the new agents.**

 **Place cases through CRM system**

* **CIB Bank**

**As trainee**

**Internship Certificate from CIB bank (07/2018 – 08/2018)**

**Successfully completed summer traniningprogram at commercial**

**International bank**

* **Resalah Charity, Giza, Egypt.**

 **Assist the charity in accounting sector, call center and campaigns.**

**Courses:**

* **Microsoft Office :** ( word , Excel, Outlook )excellent
* **English Course :**  excellent (B2)

**SKILLS:**

* Computer skill (MS)
* Team worker.
* Quick learner.
* Communication skills.
* Presentation skills.
* Creative hard worker.
* Handling skills.
* Patience.

**LANGUAGES:**

* **Arabic :** native
* **English**: Very good up to excellent (B2)

**PERSONAL INFORMATION:**

**Date of Birth: 6/3/1999**

**Marital Status: Single**

**Gender: Male**

**Nationality: Egyptian**

**Military Status: exempt**