

Pierre Sameh Fayez Milk

Contact

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Professional Summary

Motivated and customer-focused professional with hands-on experience in banking and telecommunications. Skilled in solving customer problems, delivering financial services, and enhancing client satisfaction. Seeking to leverage experience and skills in a dynamic banking environment.

Education

- Bachelor of Commerce, Accounting Department
- Asyut University, Class of 2022
- General Grade: Pass

Work Experience

- Customer Service Agent – National Bank of Egypt (Mar 2023 – April 2025)
 - Address customer complaints with empathy and professionalism to ensure satisfaction.
 - Clarify banking products and services to customers quickly and accurately.
 - Offer appropriate solutions and resolve issues in a timely manner.
- Technical Support Agent – WE Telecom (Aug 2021 – May 2022)
 - Handled customer inquiries and technical issues via phone.
 - Provided helpful and timely solutions to ensure customer retention.
 - Delivered excellent service to maximize satisfaction levels.

Certifications

- Digital Garage Certificate – Google, Jan 2023
- Entrepreneurship Certificate – Egyptian Banking Institute (CBE), Jan 2023
- Adult Financial Literacy Program Certification
- Financial Planning Program

- Financial Education for Youth
- Business Model Certificate
- Small Projects Implementation Training Program

Internship

- Online Training – Bank Misr, Aug 2021

Skills

- Computer: Proficient in MS Word, Excel, PowerPoint, Windows
- Languages: Arabic (Native), English (Very Good)
- Excellent phone etiquette and excellent verbal, written, and interpersonal skills
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication skills
- Ability to multi-task, prioritize, and manage time effectively
- Soft Skills: Problem-solving, teamwork, relationship building, self-motivation

Personal Information

- Date of Birth: June 9, 1999
- Military Status: Exempted
- Marital Status: Single
- Nationality: Egyptian