

Eslam Adel



Personal Details

Nationality: Egyptian
Date of Birth: 18 July 1993
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Personal Skills

Critical Thinking
Communication Skills
Customer Service
Team Leadership
Time Management
Positive Negotiation
Positive Mindset
Presentation
Microsoft Word & Excel

Languages

Arabic : Native
English: very good

Education

Bachelor's Degree - Egypt
Accounting & Business
Administration

Summary

Receptionist with over four years of experience in both the public and private sectors. Highly organized and self-motivated with a diplomatic personality and adept at managing stressful situations and sensitive materials. Fluency in languages as English, Fluent and Arabic, Native.

Skill Highlights

- Multitasking
- Prioritizing
- Interpersonal skills
- Initiative and Problem solving
- Dependability
- Administrative skills

Experience

Oscar exchange - Banha 2018 – 2020
Teller

- Perform routine bank telling tasks, including making deposits, withdrawals, transfers, and cash advances, receiving loan payments, and cashing checks
- Open and close a variety of types of accounts, process address changes, and collect security box rental fees
- Maintain and balance the cash drawer on a daily basis by accounting for cash assigned, received, and disbursed
- Comply and stay up-to-date with applicable laws and regulations
- Promote strong customer and client interactions, build relationships and participate in cross-selling, and offer new products and features
- Demonstrate good risk management decisions, including displaying solid knowledge of guidelines for fraud prevention and robbery
- Actively contribute to meet the branch business goals, as well as individual sales and customer service goals
- Accurately close out the teller terminal and remit daily work to supervisor

Orange – Cairo 2017 - 2018
Data entry

- Maintains database by entering new and updated customer and account information.
- Prepares source data for computer entry by compiling and sorting information.
- Establishes entry priorities.
- Processes customer and account source documents by reviewing data for deficiencies.
- Resolves deficiencies by using standard procedures or returning incomplete documents to the team leader for resolution.
- Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format.
- Maintains data entry requirements by following data program techniques and procedures.

Elkuwaiti specialist hospital – Cairo 2016 - 2017
Receptionist

- Greet and welcome guests as soon as they arrive at the hospital
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings