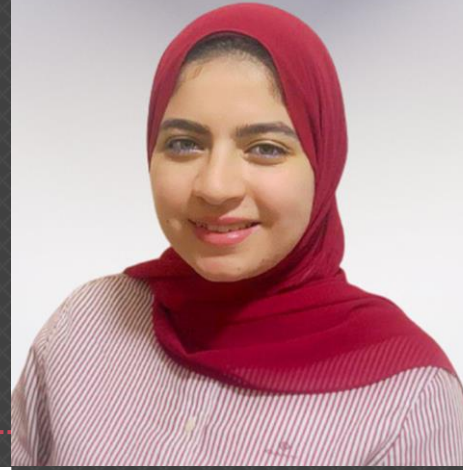


# NORHAN KHALED

CURRICULUM VITAE



## SUMMARY

Collaborative and motivated individual with proven experience in administration, customer service, and banking, eager to contribute to team success through hard work, multitasking abilities, and superior communication skills, committed to maintaining professional relationships with customers to increase profitability and drive business growth.

## EXPERIENCE

**Banque Misr, Egypt**

Aug 2017 - Oct 2021

**Customer Service Representative**

- Carry out daily duties accurately and handle Retail Banking Products requests with efficiency.
- Respond to clients' inquiries, open accounts, and prepare personal/auto loans applications.
- Maintain polite and professional communication over the phone, via email, and face to face.
- Resolve complaints professionally to sustain exceptional service and improve operations.
- Strive to meet or exceed monthly targets, boost customer satisfaction, and strengthen loyalty.
- Prepare a variety of written communications and documents to ensure smooth operations.
- Provide administrative and clerical support including copying, faxing, and filing documents.
- Establish rapport with clients, demonstrate friendliness and willingness to help when needed.

## EDUCATION

**Bachelor of Commerce | Accounting Department | 2015**

Beni Suef University, Egypt

## TRAINING COURSES

**Basics of Bank Operation Course | 2017**

The Arab Academy for Banking & Financial Sciences, Egypt

**Principles of Banking Course | 2016**

The Egyptian Banking Institution, Egypt

**International Computer Driving License (ICDL) | 2015**

The Scientific Center for Consultations & Development, Egypt

## CORE COMPETENCIES

- Capable of working well independently and as well as part of a team.
- Strongly motivated to achieve optimal results and higher expectations.
- Ability to learn rapidly and adapt to new methods and technologies.
- Consistent, dependable, and accurate in carrying out responsibilities.

## REFERENCES

- All are Available upon request.

## ABOUT ME

**Nationality:** Egyptian

**Date of Birth:** 09 Aug 1993


**Visa Status:** Residence Visa

**Marital Status:** Married

## CONTACT INFO

 **UAE - Sharjah**

 **+971 (56) 151 388 7**

 **norhanmahfouz81@yahoo.com**

## SKILLS

**Microsoft Office Suite**

**Time Management**

**Working under Pressure**

**Attention to Detail**

**Problem Solving**

**Interpersonal Skills**

## LANGUAGES

**Arabic** 

**English** 

