

SONDOS YUSUF EBRAHIM

✉ sondosebrahim786@gmail.com ☎ 01127700075 📍 Qena,Egypt

📅 20-07-1999



Profile

Proven expertise in client relations and data inputting, honed over a progressive career at the National Bank of Egypt. Excelled in optimising customer experiences and streamlining operations, achieving significant improvements in client satisfaction. Skilled in MS Excel and effective communication, adept at managing multiple priorities with exceptional accuracy and efficiency.

Dedicated professional with vast experience in customer service, data entry, and scheduling. Proficient in Microsoft Office Suite and various software programs. Committed to providing a high-level of service, accuracy, and efficiency while working in a fast-paced environment.

Work history

Human Resource cum Executive Secretary, Alfa Manpower <ul style="list-style-type: none">• Oversee recruitment, onboarding, and employee records management.• Handle employee relations and grievances professionally.• Coordinate training and development programs.• Assist in preparing sales reports and presentations.• Maintain records of sales data and client information.• Manage calendars, appointments, and travel arrangements for executives.	11/2024 – 04/2025 Riyadh, Saudi Arabia
Receptionist, NATIONAL BANK OF EGYPT (NBE) <ul style="list-style-type: none">• Assisted in resolving customer complaints and disputes.• Maintained various office or program records using secure filing system.• Signed for incoming deliveries and notified employees of packages.	02/2024 – 10/2024
Customer Service and Client Advisor, NATIONAL BANK OF EGYPT (NBE) <ul style="list-style-type: none">• Answered clients' questions about purposes and details of financial plans and strategies.• Built strong client relationships to improve retention and increase referrals.• Implemented financial plans by executing investment and insurance strategies specifically tailored to clients' financial goals.• Devised debt liquidation planned that include payoff priorities and timelines.• Recommended financial products, such as stocks, bonds, mutual funds, and insurance.• Opened accounts for clients and disbursed funds from accounts to creditors as agent for clients.	01/2023 – 01/2024
Operation Support Officer, NATIONAL BANK OF EGYPT (NBE)	02/2022 – 01/2023
Trainee, NATIONAL BANK OF EGYPT (NBE)	03/2021 – 12/2021
Administrative Officer, NASSER SOCIAL BANK <ul style="list-style-type: none">• Maintained calendars and schedules to set appointments for management team.• Maintained files and filing, keeping sensitive information confidential.• Streamlined administrative procedures to improve workflow and efficiency.• Screened incoming telephone calls, routing to appropriate personnel.	01/2020 – 11/2020
Marketing Intern, KETCHUP AGENCY	01/2019 – 12/2019

Education

Bachelor degree in Commerce, English section in Business Administration
Department (Very Good), *South Valley University*

01/2021

Skills

- Financial Statement Preparation& Financial Forecasting
- Risk Management
- Well versed MS Excel, MS Word, MS PowerPoint
- Problem solving
- Handle Work Pressure
- Good communication skill & Active listening
- Front desk operations
- Mental Flexibility For Adaptability
- Negotiation
- CRM software

Languages

Arabic
Native

English
Proficient (C2)

French
Advanced (C1)

Courses

Training for Employment, *Egyptian Banking Institute- CBE*

EBSM, *Export Development Bank*

Microsoft Excel Essentials-Bookkeeping & Accounting, *MOYS*

Professional Financial Accountant, *IBS training academy*

International Financial Reporting Standards (IFRS), *Corporate Finance Institute*

ICDL, *Arab African Center*

Voluntary work experience

Volunteer
ENSAN AID