

Mennat Allah Samir EL Baz, Accountant

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Senior Bank Teller

Financial Accounting • Auditing • Financial Reporting • Accounts Payable • Accounts Receivable

Experienced bank Teller with more than 3 years of expertise in managing financial transactions. Skilled in customer service and cash management, routinely earning high customer satisfaction ratings. Successfully completing over 20000 transactions annually by average of 60 per day

Experience

•Senior Bank Teller at national bank of Egypt (NBE)

Nov 2021 till present

Customer Service Excellence: Delivering exceptional customer service to build lasting relationships and drive customer satisfaction.

Sales and Cross-Selling: Actively promoting bank products and services to meet customer needs and achieve sales targets.

Operational Efficiency: Streamlining processes and improving efficiency to reduce errors and optimize workflow.

Teamwork: Collaborating effectively with colleagues to achieve team goals.

Positive Attitude: Maintaining a positive and professional behaviour to create a positive customer experience.

Tailored Solutions: Offer loan products that are tailored to customers specific needs and financial situation

Effective Communication: Clear and concise messaging in order to retail prepaid cards using simple language to explain the benefits of prepaid cards to customers and Use real-life examples and stories to illustrate the value proposition.

•Telesales agent at OSAI (A real estate company)

Jan 2021 Till Nov 2021

Market Knowledge: A deep understanding of local market trends, property values, and legal regulations.

Negotiation Skills: The ability to negotiate effectively with buyers, sellers, and other agents to achieve the best possible outcomes.

Strong Communication Skills: Effective verbal and written communication skills are essential for building rapport with clients, negotiating deals, and presenting information clearly.

Education

Georgia State University joint program with Cairo University - Cairo, Egypt Bachelor's Degree in Commerce major Accounting

year of graduation: 2020

Cumulative grade: 80% (Very Good)

College du Bon Pasteur -French school Cairo, Egypt

Egyptian high school certificate

Year of graduation: 2016

Languages

- English: Highly proficient
- Arabic: Native speaker
- French: Very good command

Skills

Microsoft office • Cash handling • Computer skills • Ability to Multitask • Adaptability • Critical thinking and problem solving

References

available upon request