

Sandra Nader Fathy Saad

Personal Info

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Professional summary

motivated college student ,currently enrolled and seeking opportunity to apply skills in database mangment ,spreadsheet and other computer applications to meet challenging work assignment and support mangment team .excellent in communicating ,writing and editing .keen attention to detail and focused on meeting datline. Experienced supervisor with the ability to train and motivate staff to meet challenging performance targets and consisently satisfy customers with high quality services .focused on keeping the department efficient and cost effective .results driven banking professional dedicated to achieving maximum customer satisfaction cross sells product and consisently improves bank revenue.

Education

Bachelor of business admnistration accounting and finance English – Nahda

University – July 2019

MBA , Master of business administration – July 2024

PH.D of Business administration – sep 2024 –still studying

Experience

- Trainee at National Bank of Egypt (Customer Service & Teller).

- Sells cashier's checks, traveler's checks, and series e bonds.
- Improved overall branch performance by consistently meeting and exceeding sales goals.
- Skillfully promoted additional banking products based on individual customer needs, increasing cross-selling success rates.
- Provided valuable feedback to leadership regarding potential process improvements that could enhance overall efficiency.
- Established rapport with new clients to increase satisfaction and loyalty.
- - WORK at Scan Insurance Company (Credit Analyst)
- Evaluating clients' credit data and financial statements in order to determine the degree of risk involved in lending money to them
- Analyzing client records and using the data to recommend payment plans
- Preparing reports about the degree of risk in lending money to clients.
- Analyzed credit scores to determine borrowers' creditworthiness.
- Achieved recognition for outstanding accuracy and diligence in credit analysis, setting benchmark within department.

Courses

- Course of the preparatory program to work in the banking field
National Bank of Egypt (Customer Service & Teller

- Egyptian Banking Simulation Course
- ICDL Course
- CIB Course of how to work in the bank

Soft Skills

- Team Work
- Technical Analysis

- **Work under Pressure**
- **Convincing Skills**
- **Customer Service**
- **Communication**
- **Problem Solving**
- **Adaptability**
- **Teamwork**
- **Time Management**
- **Leadership**

Languages

*** Arabic (Mother Tongue)**

*** Very Good in English**

Microsoft Office (Very Good in Word – PowerPoint – Excel)

Hard skills

- **Accounting**
- **Financial Analysis**
- **Risk Management**
- **Data Analysis**
- **Fraud Prevention**
- **Microsoft Office**
- **Grain Plains**
- **QuickBooks**
- **Peachtree**
- **SAP Software**
- **Communicating effectively with regulators**
- **Dealing with external auditors**
- **Staying up-to-date with current issues and alterations in industry regulations**
- **Blockchain**
- **Cloud computing**
- **Analytical reasoning**
- **UX design**
- **Business analysis**
- **Affiliate marketing**
- **Sales**
- **Scientific computing**
- **Video production**
- **Artificial Intelligence**

Key takeaway

- **Communication**
- **Decision-making**
- **Training and developmental**
- **Empathic**
- **Finance**
- **Teamwork and collaboration**
- **Risk management**
- **Intercultural sensitivity and language**

List of achievements

- **Developed a new employee orientation program that 100% of the company locations adopted.**
- **Responded to over 85 customer calls daily and solved 90% of their concerns.**
- **Served customers in a positive way, receiving two customer service awards in the past year.**
- **Assisted credit manager in account collection by phone and mail, increasing accounts receivables by 20%.**
- **Skilled customer service representative with 6+ years of experience. Received 98% favorable customer ratings at Second Level Industries. Customer retention for regular callers was 41% above the company average. Seeking to use proven service and sales skills to grow customer loyalty for Verizon.**

