**Moustafa Nasr**

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| **Profile** |

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| Relationship Manager for Plus & Wealth Customers | Current position |
| Egyptian | Nationality |
| 10-06-1986 | Date of Birth |
| Married | Marital Status |

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| Customer Service expert with over 8 years of experience in Banking services seeking a long –term position as a Customer Relationship Manager and seeking to use my knowledge and experience to help create a flawless customer service department  Gained excellent Sales & Customer Service experience by working at The Best Bank in Egypt CIB (Commercial International Bank) awarded by Global Finance, Euromoney & Emeafinance magazines. |

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| **Education** |

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| * **Bachelor Degree - May 2007:** * Faculty of Commerce - English Section - Benha University.   Major: Accounting.  Grade: Good   * **High School Degree:** * Mathematics section: Score (93.5%). |

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| **Work experience** |

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| **Commercial International Bank-EGYPT June 2013 - June 2016** | |
| **Relationship Manager (RM) – Plus & Wealth Customers Sector** | **Position** |
| * Manage customer portfolios from 150K to 499K for Plus Customers and from 500K to 5 Million for Wealth Customers. * Attract NTB (New To Bank) Customers through delivering excellent service and offering various products. * Develop and maintain strong working relationships with high net worth customers to ensure their continued satisfaction and loyalty. * Solve customers' complains immediately. * Achieve assigned targets for the branch as per agreed business plan. * Contribute in increasing market share and applying superior quality service to keep bank image. * Manage with the sales team head and develop a business plans covering sales. * Ensure that all work is completed and documented in accordance with the bank's   Prescribed standards. | **Job duties** |
| **Commercial International Bank-EGYPT May 2010 – June 2013** | |
| **Sales & Services Representative (SSR)** | **Position** |
| - Establish, develop and maintain business relationships with existing and prospective  customers to generate new business for the bank.  - Achieve maximum sales profitability, growth and account penetration by effectively  selling the bank products and/or related services.  - Demonstrate products and services to existing/potential customers and assists them  In selecting those best suited to their needs. | **Job duties** |

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| **Commercial International Bank - Egypt May 2009 - May 2010** | |
| **Head Teller** | **Position** |
| - Coordinate and supervise all aspects of teller operations within the branch ensuring  the daily activities of the teller are performed in a timely, accurate and courteous  manner.  - Assist in coaching, training and solving problems of the tellers.  - Refer and cross-sell the bank products and services to meet or exceed sales goals.  - Prepare and complete daily, weekly and monthly reports to be given to management. | **Job duties** |

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| **Commercial International Bank - Egypt May 2008 - May 2009** | |
| **Teller** | **Position** |
| - Accurately and efficiently process and record routine transactions for bank customers  including cashing checks, accepting deposits and withdrawals, processing loan  payments and money transfers.  - Promote, refer, cross-sell and advice on the bank's products and services. | **Job duties** |

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| **Deloitte – Egypt December 2007 - May 2008** | |
| **External Auditor** | **Position** |
| - Preparing stand-alone and consolidated financial statements, balance sheets, income  Statements, cash flow statements and shareholder's equity. | **Job duties** |

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| **Training courses** |

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| **Quest- Human Development & change agents**   * Negotiation skills * Mindset * First time supervisor   **Protocol & Etiquette Academic Centre of Excellency Middle East**   * Etiquette Passage to customer excellency   **Commercial International Bank**   * Time Management and Soft skills. * Selling Skills * Customer service trainings * Body language skills * Sales through services skills * Leadership skills |

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| **IT Skills** |

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| * Windows: Windows 8, 7, XP and Vista. * Microsoft Office: MS Excel, MS Access, MS Word and MS PowerPoint. * Operating Systems: T24 And MIDAS. |

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| **Language** |

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| * Arabic: Mother tongue. * English: Fluent. |

**Job Seeker First Name / CV No:1815180**

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