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

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