****Perihan**

[**Perihan.364914@2freemail.com**](mailto:Perihan.364914@2freemail.com)

**Summary**

* Banking professional successful at cross-selling bank products and services, Hardworking and outgoing team member versed in cash handling processes and management principles. Enthusiastic and well-organized Administrative Assistant with solid background in data entry, schedule management and event planning.
* Hard-working, multi-tasking Executive Assistant with outstanding telephone, scheduling and documentation skills. Excellent customer service Skills.
* Highly organized and meticulous Administrative Assistant with experience in corporate office settings.
* Administrative professional offering excellent communication and computer skills. Meets deadlines and works with a high level of multi-cultural awareness and adaptability.

**Work Experience**

**Back Office Team Member.**

**Emirates NBD Bank, Dubai**

February 2015 – February 2016

* Oversaw daily office operations for employees.
* Prepared and distributed payroll for direct reports.
* Composed and drafted all outgoing correspondence and reports for managers.
* Oversaw inventory and office supply purchases.
* Verified and created claim numbers by communicating with various insurance companies.
* Reduced overheads by taking on more responsibility for creative and administrative projects.
* Managed executive calendar and coordinated weekly project team meetings.
* Calculated Usual, Customary and Reasonable (UCR) fees.
* Improved timely paying of bills by developing flexible payment plans for patients.

**Customer Service Specialist.**

**Commercial International Bank (CIB), Egypt**

February 2009 – December 2010

* Investigated and resolved customer enquiries and complaints in a timely and empathetic manner.
* Served as the main liaison between customers, management and sales team.
* Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
* Managed a wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
* Provided ongoing guest service.
* Executed in-season pricing strategies, including promotions and markdowns to reach financial targets.
* Recipient of multiple positive reviews acknowledging dedication to excellent customer service.
* Directed calls to appropriate individuals and departments.
* Built long-term customer relationships and advised customers on purchases and promotions.
* Helped drive sales goals and achieve monthly quotas.
* Organized shop merchandise racks by size, style and color to promote visually appealing environment.
* Created and maintained an organized database to develop promotional sales.
* Asked open-ended questions to assess customer needs.
* Learned, referenced and applied product knowledge information.
* Contacted customer to follow up on purchases, suggest new merchandise, and inform them about promotions and upcoming events.

**EDUCATION**

Bachelor Degree in Accounting and Business Administration.

**Helwan university (2004 – 2008)**

* Certified Management Accountant coursework
* Fixed Asset Accounting Course.
* Tax Resolution Course.
* Foreign Trade Courses and Economics.

**Certifications**

* Stock Marketing.
* English Business Course (2011 - 2012).
* Project Management Professional (PMP) (2016 Till present).
* Microsoft Office. (2013 – 2014).
* Accounting Courses.
* Integrates Marketing Communication.

**Skills**

* Advanced clerical knowledge.
* Accounting systems and software.
* Goal-orientated.
* Financial analysis.
* Excellent time management skills.
* Legal administrative support.
* Report development.
* Critical thinking.
* Team building.
* Cash handling expertise.
* Math aptitude.
* Rapid data entry skills.
* Strong account analysis skills.
* Consumer banking specialist.
* Analytical.
* Customer service Handling Techniques Skills.

**Languages**

* Fluent in Arabic.
* Excellent in English.

**References**

* Available upon Request.