Rawan Khaled Hamdy Abdelnaim
Al-Mahallah Al-Kubra, Al-Gharbia (Available for relocation)

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Career Objective

- Demonstrated ability to adapt quickly, communicate effectively, and handle responsibilities under pressure. Practical experience through internships at top-tier banks and a taxation office, seeking to contribute skills and dedication to a progressive financial institution or leading bank.

Education

- **Tanta University,** Pre-Master's Degree in Business Administration. (September 2024: Till Now).
- **Tanta University**, Faculty of Commerce, **Accounting and Finance Program** (September 2020: June 2024).
- **General Grade:** Very good.

Experience

- **Academic Assistant, HICS Institute, Business Administration Department, Al-Mahallah Al-Kubra.**

Job description

- Assisted faculty with curriculum planning, research tasks, and student guidance in academic subjects.

- **Customer Support Agent, Gulf Clients (Private Outsourcing Company).**

Job description:

- Delivered bilingual customer care services for Gulf-based clients, ensuring satisfaction and timely resolution of issues.

- **Customer Service Advisor, Orange Egypt, Cairo**.

Job description:

- Handled client queries, complaints, and service requests with efficiency and professionalism.

Internships & Training

- **Banker Trainee,** Bank Misr**.**
- **Banker Trainee,** Commercial International Bank (CIB)**.**
- **Banker Trainee,** SAIB Bank**.**
- **Banker Trainee,** Faisal Islamic Bank**.**
- **Accountant Trainee,** El-Sayed Hashem Tax Office**.**

Certification

- **Human Resources Course**, American University in Cairo **(AUC)** in collaboration with **UCCD**, **Tanta University**.
- **International Computer Driving License Course (ICDL).**
- **English course**, completed level 7 levels at **Armed Forces Language Institute,** Cairo.
- **Digital Marketing Course**, American University in Cairo **(AUC)** in collaboration with **UCCD**, **Tanta University**.

Skills

- **Computer Skills**
- Very Good user of Microsoft Office (Word, Excel, PowerPoint, Access).
- **Language Skills**
- Excellent in English (listening, speaking, reading, and writing).
- **Personal Skills**
- Teamwork, problem-solving, Active listening, Flexibility, Time Management, Communication and Presentation skills.