



Paula Fayez Eshak

Retail Banking and SME's

OBJECTIVE

To show my full potential towards my goal and to work as a key player in a challenging and creative environment.

Work Experience



Associate Manager

• Cash Operations Officer “ Universal Teller ”

(May 2008 - June 2011)

• Customer Service Relationship Officer

(July 2011 - Oct. 2017)

Obtained certificates of the best customer service Relationship officer at the level of branches of north upper Egypt Region for 2015, 2016 and 2017

• Priority Banking Relationship Manager

(Nov. 2017 - March 2019)

• Small Business Relationship Manager

(April 2019 - Dec. 2023)

Obtained certificate of the best small Business Relationship manager at the level of branches of north upper Egypt Region for 2019

Courses

- International Computer Driving License "ICDL" English.
- Accounting and Commercial Applications by Computer, English.
- Credit Certificate
Egyptian Banking Institute “ Nov 2019 ”
Credential ID Credit Course
SME Foundation / 88 Hours.



GENERAL BANK OF EGYPT
Egyptian Banking Institute

- Assertive Selling
- Relationship Selling
- Sales Negotiation



QUEST, Human Development and Change Agents

Skills

Personal

- Work in a group or individually according to the job requirements .
- Have ability to work under pressure.
- Problem solving, Critical thinking, Flexibility, Communication skills.
- Teamwork, Organized, Creativity, Responsibility and attention to details

Languages

- Arabic
- English

Software

- Windows
- Ms office
- Internet



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Gala st, El Quseya
Asyut city, Egypt.

Date of Birth : 28 / 9 / 1983

Pass no. : A31405011

Place of Birth: Asyut, Egypt

Marital status: Married

Military status: Completed

Education

• Scientific Degree

Bachelors of faculty of commerce
Accounting (English Program)

• Place Asyut University

• Year June 2005

• Grade Good