



📍 Dubai
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Mark Youssef

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Summary statement

Highly motivated and Customer-centric customer service with experience in providing exceptional service to clients across various industries . proven ability to resolve complex customer issues efficiently and effectively , exceeding expectations and building solid relationships .

Adept at handling high-volume inquiries via phone , email ,while maintaining a positive and professional demeanor.

EXPERIENCE

SENIOR BANKER - (APRIL 2016 – MAY 2024)

THE NATIONLA BANK OF EGYPT , ALEXANDRIA, EGYPT

- **Responsible for the managing , processing , servicing and overseeing the finances in clients personal banks accounts in a prompt, efficient, and accurate manner, manage their money in order to balance risk and return**
- **Managing all banking transactions (Deposits, Withdrawals, and Payments) in a professional manner.**
- **Checking all payments methods (Cheques, Drafts, Bills and P.O.S Systems) and making sure they have been professionally written out and date**
- **Assist clients and walk-in customers in determining their banking needs**
- **Regularly review treasury policies & procedures, ensuring that they are implemented through systems of work**
- **Tactfully recommending bank products that meet a customer's precise needs**
- **Completing all given tasks on time to legal requirements and negotiated deadlines**
- **Answering basic customer questions regarding interest rates and the banks services**

ACCOUNTANT - (JUNE 2014 – MARCH 2016)

HEINEMANN DUTY FREE - SHARM EI-SHEIKH INTERNATIONAL AIRPORT , EGYPT

- **Manage all accounting transactions**
- **Ensure timely bank payments**
- **Audit financial transactions and documentsEnsure timely bank payments.**
- **Handle monthly, quarterly and annual closings**
- **Comply with financial policies and regulations**

SALES ADVISOR - (MAY 2013 – JUNE 2014)

DUFRY DUTY FREE - SHARM EI-SHEIKH INTERNATIONAL AIRPORT , EGYPT

- **Greet customers and ascertain what each customer wants or needs**
- **Maintain knowledge of current sales and promotions, policies regarding payment and Exchanges, and security practices.**
- **Managing the entire process including listening, negotiation, compute sales prices, total purchases**
- **Handling multiple customer at once perfectly , give each of them highest attention**
- **Watch for and recognize security risks and thefts, and know how to prevent or handle these situations**
- **Describe merchandise and explain use, operation, and care of merchandise to customer**

EDUCATION

**BACHELOR DEGREE IN MANAGEMENT INFORMATION SYSTEM - (GRADUATION YEAR 2012 WITH GRADE GOOD //)
FACULTY OF COMMERCE - Alexandria university , Egypt .**

L a n g u a g e s

- **Arabic:** Native language.
- **English:** Very good speaking, reading, listening and writing.

S K I L L S

SKILL 1

Adapt IT skills to a professional environmet .

SKILL 2

Effectively demonstrate Business plan strategies .

SKILL 3

Commercial awareness : further insight into the wider business context .

SKILL 4

Data analysis experience .

SKILL 5

Team leading skills .

SKILL 6

Excellent Analytical ,Negotiation and Planning skills .

SKILL 7

Accuracy and attention to details. Fast in Learning & Sharing ideas .

SKILL 8

Capable of working under tremendous pressure .

Courses and training

1

Database, System analysis & Flow chart, E-Commerce, Internet Programs.

2

English for proficiency – Berlitz Centre of Alexandria University

3

TOEFL Preparation- The ESP Centre of Alexandria University.

4

ICDL – International Computer Driving License with the support of UCO.