



Name: Nada Fawzy Mohammed Tawfik

Address: Heliopolis, Cairo,

Career objective:

- My goal is to become associated with an institution where I can utilize my skills and gain further experience while enhancing the institution's productivity and reputation.

Education:

- Arab Academy for Science & Technology & Maritime / Cardiff Metropolitan University
Bachelor of science in finance, class of 2018
GPA: 3.72 (Excellent with honors)
- Arab Academy for Science & Technology & Maritime master of business administration
MBA finance and banking major, class 2020
GPA: 3.5 (Excellent with honors)
- EGYCHAM Human Resources **diploma** (2021)
- Anti-money laundering course Egyptian banking institute
- Advanced customer service course Egyptian banking institute
- Personal selling course Egyptian banking institute
- Human development course from Egyptian youth council for development
- Social marketing course from The Open University

Professional experience:

- **Recruitment specialist at Teleperformance (January 2021-present)**
 - ✓ Responsible for sourcing potential candidates
 - ✓ Screening resumes and job applications
 - ✓ Conducting phone assessments to determine language profile
- **Customer service employee at Blom bank Egypt (May 2019- March2020)**
 - ✓ Responsible for handling customer's inquiries and correct errors

- ✓ Responsible for feeding the system with all information obtained from customers
- ✓ Responsible for opening all types of accounts (current, savings, time deposit, certificate of deposit)

Training:

- I finished training in Dar El Memaar for the duration of one month (summer of 2017).
 - ✓ The value added was the opportunity to see & learn from practical real life application of financial principles relevant to my field of study.
 - ✓ I also learned about the appropriate ethics & attire of the workplace.
 - ✓

Key Skills & Qualities:

- Highly self-motivated, confident and professional individual
- Good team player who possesses excellent problem solving skills and an attention to detail
- Excellent listening, communication and interpersonal skills, both written and verbal
- Excellent research methods gained through project based learning

Computer Skills:

- Experienced user of Microsoft office products: Word, PowerPoint, Excel, and works office
- Good Knowledge of Computer Hardware
- Good Knowledge of Windows

Personal Information:

- *Nationality: Egyptian*
- *Marital Status: Single*
- *Arabic - Mother tongue*
- *English - Fluent written and spoken*
- *Date of birth: 11/6/1995*