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## Mohamed AbdeINaser Ahmed AbdElAziz

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**PERSONAL DATA** - Birth Date : 12/7/1996

- Martial Status	Unmarried
- Military Status	Exempt
- Diving Licenses	Valid
- Nationality	Egyptian

### . EDUCATION:

- Graduated from Faculty of Commerce, Helwan University

### EXPERIENCE :

- **Sales Coordinator** at Arab bank Egypt from 30/6/2021 until now
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  - Coordinator in Retail auto loan
  - Duties and responsibilities:
    - 1- Receive cases from DSM (Direct Sales Manager) ,Team leaders .
    - 2- Evaluate all the applications to ensure compliance with loan policy documentation criteria based on customer's segmentation.
  - MIS Analysis & Reporting approved, rejected and pending cases and send to manager of management
  - Calculating customer's loan then print cheques and contract for customer auto loan .
- **Sales Coordinator internal check unite** At Bank Audi Egypt From 1/10/2020 to 28/6/2021 .
- Coordinator in Retail Credit Card and Loan.
  - Duties and responsibilities:
    - 1- Receive cases from DSM (Direct Sales Manager) ,Team leaders & branches .
    - 2- Evaluate all the applications to ensure compliance with credit policy and Loans and

documentation criteria based on customer's segmentation.

3- Analysis of customer documents are right, valid, signed, and up to date

4- Calculating customer's credit limit depending on his basic monthly income & DBR by ACI System and I-Flex cube oracle system.

5- Check the customers ACP (aggregate credit position)

6- Check if the personal data in the documents provided by customer are right.

7- Coordinate the work sheet has be sent to Risk and out of any case not be according the policy and Calculate to Return.

8- MIS Analysis & Reporting approved, rejected and pending cases and send to manager of management.

9- Prepare other special tasks requested by the higher levels.

#### Salvage Files:

1- Modify name of customer on the system if the name was wrong.

2- Send Mail to Branches to strengthen anything has to do with customer (strengthen Payroll, Certification, and Main Frame).

3- Send any documents needed to Risk management sector.

4- Make a call to all customers which were rejected to solve.

#### Complains:

When the customer makes a complain for loan or credit card we search the reasons.

Make calls with customers to find out the reasons of the complain.

When the case of customer solved we send sheet to management to send to call center.

Provide MIS report includes all cases by end of the month .

The salvage and compliance is important to achieve the greater number for the management

.worked for retail banking department, responsible for marketing , selling and initiation of credit cards and loans business for individuals and corporations .  
. identifies appointments and attending call for potential customers in order to present the product and services in an appropriate manner to contribute in meeting sales targets .  
.reporting for sales team with visits , sales achievements ,problems , customers feedback and any suggestions in order to help team for achieving target .  
. awareness of the operational risk associated with the role and the action to be taken to minimize the likelihood of operational risk accruing including risk identification, assessment, mitigation and control, loss identification and reporting .

- Agent call center At VODAFONE As part time.

#### **COURSES :**

- English Course At AUC
- HR course at AIN SHAMS UNIVERSITY

#### **COMPUTER SKILLS**

- Microsoft Word.
- Microsoft Excel

#### **LANGUAGE SKILLS**

Language	- Arabic	Native
	- English	Excellent

#### **Strengths**

- Ambitious, hard working, want to build a career
- Self-motivated, dependable, and goal-oriented employee
- Very Good appearance
- Excellent time-management and organizational skills
- Rapid and successful adjustment to new business
- Teamwork.
- Ability to negotiate and persuade.
- Work under pressure and willing to learn
- Ready to travel and relocate