



# Nourhane Elshamy

Methodical Quality Assurance & sales assistant Manager with superb problem-solving and analytical abilities.

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**LinkedIn profile:**

[Nourhane Elshamy | LinkedIn](#)

Date of birth

02 May 1993

Nationality

Egyptian

## Skills

Quality assurance management

Sale expertise

MS Office

Online marketing strategies

Social media management

Staff education and training

## Languages

Arabic

French

English

## Profile

Experienced financial Analyst and quality assurance assistant manager with an impressive background of providing analysis and account support within product development departments. Experience in improving risk mitigation and bank policies.

## Employment History

### Quality Assurance & Sales Assistant Manager at HSBC, Commercial Banking Mena & France CDD Deployment, Cairo, Egypt

February 2018 — Present

- Determining, negotiating and agreeing on quality procedures and investigating standards for quality safety related to customers' information.
- Ensuring banking's protection from financial crime and reducing risk with KYC Due Diligence.
- Applying coaching techniques and tools to support managers and team members in improving performance.
- Scheduling quality review meetings to review effectiveness of performance mitigating risk, improving throughput and achieving customer satisfaction.
- Retaining customer Loyalty through outstanding Customer service.

### Customer Service Executive at HSBC, Retail Banking France CDD Deployment, Cairo, Egypt

July 2016 — January 2018

- Evaluating interactions between associates and customers to assess personnel performance and customer satisfaction.
- Delivering exceptional training and handing on motivation to team members to enhance service delivery approaches and boosting customer satisfaction.
- Identifying complications requiring further research and escalating to appropriate department or management.
- Enhancing department structure and workflows to increase coverage and team efficiency in face of dynamic demands.

### Sales Representative at VIDÉOTRON CANADA, Cairo, Egypt

November 2015 — June 2016

- Maintaining routine communication with clients to assess overall satisfaction, resolving complaints and promoting new offerings.
- Developing and implementing sales strategies to increase revenue.

## Internships

### **Translator Intern at United Nations, Beirut, Lebanon**

August 2016 — October 2016

Providing verbal summaries of non-English documents for immediate

### **Guest Relations Executive at IHG (INTERCONTINENTAL HOTELS GROUP), Cairo, Egypt**

August 2015 — November 2015

Managing and improving customer service functions for reception and lounge areas.

### **Travel Consultant at WHITE BIRD TRAVEL AGENCY, Cairo, Egypt**

August 2014 — September 2014

Arranging travel accommodations for groups, couples, executives and special needs clients.

### **Stock Market Intern at EFG Hermès, Cairo, Egypt**

July 2014 — August 2014

Monitoring and researching major corporate actions with potential to affect stock market.

## Education

### **Master 1 of International Commercial Negotiation, Université Sorbonne Nouvelle (Paris III), Paris, Île-de-France**

September 2014 — June 2015

### **Bachelor Degree, French University in Egypt, Cairo, Egypt, Applied Languages license (Business and International Commerce Department)**

September 2011 — June 2015

### **Bachelor Degree, Université Sorbonne-Nouvelle (Paris III), Paris, Île-de-France**

September 2011 — June 2014

### **High school, Saint Joseph De L'Apparition School, Cairo, Egypt**

September 1997 — June 2011

## **Courses**

AML training and risk compliance management

Sanctions compliance for banking operations Course

Delivering Effective Presentations of marketing strategies

Egyptian banking Institute course: Finance for non-finance managers

C2I: Certificat informatique ET internet from Sorbonne Nouvelle Paris III