

# **SHERIF ALAAELDIN AHMED**

***QIIB – QATAR***

***Anti-fraud analyst-Cyber Security***

## **PERSONAL DATA**



<b>NAME:</b>	SHERIF ALAAELDIN AHMED
<b>DATE OF BIRTH:</b>	03-01-1992
<b>MARITAL SATUS:</b>	SINGLE
<b>NATIONALITY:</b>	EGYPTIAN
<b>EMAIL:</b>	<a href="mailto:SHEREFALAA8@GMAIL.COM">SHEREFALAA8@GMAIL.COM</a>
<b>PHONE:</b>	00971-0565605263

**Experience in customer SERVICE, banking operation, sales and call CENTER.**

## **SUMMARY OF QUALIFICATIONS**

Experience in, Banking Customer service, Banking sales & call centers.

- Call Center Operations and Customer Service
- Ability to perform a variety of accounting and operations task
- Demonstrate knowledge of banking products.
- Understand and perform task base analysis related to Banking or financial transactions.

## **PROFESSIONAL EXPERIENCE**

**Etisalat Egypt**

**Nov. 2019. - Aug 2020**

***Sales indoor representative***

**Source new sales opportunities through inbound lead follow-up and outbound cold calls and emails**

**Understand customer needs and requirements**

**Route qualified opportunities to the appropriate sales executives for further development and closure**

**Close sales and achieve quarterly quotas**  
**Research accounts, identify key players and generate interest**  
**Maintain and expand your database of prospects within your assigned territory**

**QATAR INTERNATIONAL ISLAMIC BANK      MAY 2018 –Jun 2019**  
***Anti-fraud analyst***

- *Monitor real time queues and identify high risk transactions within the business Portfolio.*
- *Observe customer transactions to identify fraudulent activity such as account take Over, friendly fraud, theft and similar other risks.*
- *Identify fraudulent transactions and cancel them from further processing.*
- *Resolve queued transactions within the service level agreements to reduce potential Revenue losses.*
- *Interact with banks and customers to validate information and to confirm or cancel Authorizations.*
- *Resolve customer issues within the scope of existing service level agreements.*
- *Monitor constantly customer and transaction records to identify unauthorized Transactions and fraudulent accounts*

**QATAR NATIONAL BANK (QNB)      JULY 2017 - FEB 2018**  
***Customer Care Agent***

- *Answer inbound phone calls in a fast-paced work environment, providing timely and excellent customer service*
- *Executed financial transactions according to bank policies and procedures*
- *Responded to customer inquiries, providing information on bank accounts, policies, products and services*
- *Assessed needs of customers, suggesting QNB products and services accordingly*
- *Researched and resolved service-related problems*

***Doha Bank*      AUG 2015 – MAR 2017**  
***Call Center Executive***

- *Providing an outstanding customer services that goes above and behind expectations-*
- *Answering customers inquiries with confident and earning 100% customer satisfactions.*
- *Knowledge of Doha Bank products and services – utilizing my customer service skills to promote Doha bank products and services.*
- *Excellent in banking call center services, ability to communicate banking services in both Arabic and English*
- *Have been recognized several times by management and customers for the quality of service I provide to my clients.*

### **Soft Skills**

- Flexible and able to run multiple tasks simultaneously.
- Able to work in a team and co-operate with others and in the range of responsibilities.
- Able to lead a team and distribute tasks and duties.
- Follow the organization policy and adhere to the high management instructions.
- Always aim to be the best among my mates and do my best to give accurate work with saving time.
- Able to make schedules and time table to manage the work in the right way.

## ***Vodafone Egypt***

***March 2014 – Nov 2014***

### ***Sales and Customer Services***

- *Responsible for corporate accounts and promoting Vodafone products and services to Business and Corporate's employees*
- *Conducting all verity of sales and marketing techniques by cold calling, creating customer needs and asking for sales referrals>*
- *Providing an outstanding customer services that goes above and behind expectations- answering customers inquires with confident and earning 100% customer satisfactions.*
- *Ranked among the tier sales and customer service group.*
- *I am responsible and managers do rely on me on a variety of sales and services tasks.*

### **Customer Service**

- Conducting sales call "Business Development calls" to cross sale company's products and service solutions.
- Extensive ability in problems solving and dealing with customer's issues and concerns in person or over the telephone.
- Experience in uncovering customers' needs and identifying the right products or solutions to satisfy it

- ***Education "Accounting Degree"***

- *Bachelor of Commerce*
- *Major Accounting-*
- *University of Mansoura.*

- ***Computer Skills***

- *Microsoft office programs*
- *Microsoft Excel*
- *Browsing the Internet.*

- *Language Skills*

- *English: Very good in Oral, Writing and reading.*
- *Arabic: Mother tongue*

**Courses in:**

- Operation Risk – Doha Bank Academy
- Anti-Money Laundry & Terrorist combating – Doha Bank Academy
- English as Second Language Courses – Global Education Network.
- Microsoft office programs – Doha Bank Academy

**COMPUTER SKILLS**

- *Windows, Adobe Pro; Microsoft Office: MS Word, Excel, Visio, PowerPoint; Internet/email*