

# Aml El-Sebaie Saeed

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## Objective

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Motivated Economics graduate with practical experience in customer service and strong analytical, communication, and organizational skills. Seeking a challenging position in economic research, banking, or administrative support where I can apply my academic background and interpersonal abilities to contribute to organizational success and continuous development.

## Education

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- **Bani suef university** 2018:2022  
Faculty of economics and political science  
4.51

## Experience

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- **Xceed** 2023 - 2024  
Customer service
  - Responded to customer inquiries via phone, email, and chat in a professional and timely manner.
  - Handled complaints and provided appropriate solutions and alternatives within the time limits.
  - Maintained detailed records of customer interactions, transactions, and feedback.
  - Met performance targets in areas such as customer satisfaction, response time, and call handling.
  - Collaborated with team members and supervisors to ensure high-quality customer service.
  - Provided product/service information and resolved issues to enhance the customer experience.
- **Social Affairs Department** 2022 - 2023  
Adminstrative and Social Support Office
  - Provided administrative support, including organizing and maintaining department files and documents.
  - Assisted visitors by addressing inquiries professionally and courteously.
  - Supported the implementation of social programs and initiatives targeting various community groups.
  - Coordinated with different teams within the department to ensure smooth workflow.
  - Helped prepare daily and monthly reports on department activities.
  - Provided logistical support for events and meetings organized by the Social Affairs Department.

## Internships And Training

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- Completed the "Be an Ambassador" training program by the Egyptian Ministry of Planning (2023), focused on promoting sustainable development goals and enhancing leadership and community engagement skills.
- Completed a training program with the Egyptian Youth Council (2021), focused on research methodologies and report writing.

- Completed the Professional Financial Accountant Program (2020), with a focus on accounting principles, financial reporting, and practical applications.
- Completed a training program at Banque Misr (2020), focusing on banking operations, customer service, and financial services.

### **Courses And Certificates**

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- How to be HR Course (2022).
- Aintilaqa Course (Foreign Currency VIP Trading) (2022).
- Political and Economic Researcher Qualification Course, Egyptian Center for Economic Studies (2019).

### **Technical Skills**

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- Microsoft Word, Excel, PowerPoint.
- Power BI – dashboards & reports.
- Data Analysis & Interpretation.
- Internet Research & Data Collection.
- Report Writing.
- Economic & Financial Data Analysis.
- Presentation & Visualization Tools.

### **Personal Skills**

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- Time Management
- Analytical Thinking
- Attention to Detail
- Problem Solving
- Communication
- Teamwork
- Adaptability

### **Languages**

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- Arabic (Mother tongue)
- English (very good)