

# ESRAA SAEID

Cairo | 01554348220 | esraasaeid21.s@gmail.com

## Summary

Astute Relationship Executive experienced in devising and deploying creative campaigns to promote products and services. Background spearheading strategic programs and bringing in substantial results in market growth, customer acquisition, and total profits. Partners cross-functionally with data and production teams on smooth, successful implementations.

## Experience

### Relationship Executive

Apr 2020 to Feb 2022

12A — Cairo

- Reviewed and assessed client credit and investment history.
- Leveraged working knowledge of company products to create new client relationships.
- Contacted existing customers and informed them of new product offerings.
- Provided exceptional service and support, going the extra mile to retain customers.
- Assisted sales team with cold calling and following up on leads.
- Processed and advised customers on credit applications.
- Assessed customer risk in line with company policy.
- Oversaw daily activities of direct reports, maximizing overall team productivity.
- Promoted company portfolios through workshops, business forums, and conferences.

## Skills

- Promotions planning skills
- Pricing structures knowledge
- Market research expertise
- Sales strategy familiarity
- Advanced business administration knowledge
- Administration and management
- Network building
- Low Level Network Design
- Communication skills

## Education

Bachelor of Computer & Business Administration, Computer & Business Administration  
2016

6th of October — Cairo, C

## Certifications

- CCNA Routing and Switching
- Training of Trainers (T.O.T)

## Languages

Arabic: First Language

English:

B1

Intermediate