

# C.V

## Yassmine Walaa Hamdy Omar Elgendy

### **Objective:**

Seeking a challenging position in a leading organization where my skills and abilities can be demonstrated and developed in addition to be an active participant in achieving the organization's goals

### **Personal Information:**

**Address** : Hadyeek elkoba - Cairo  
**Tel. No.** : 01156838465  
**E-mail** : yasminewalaa@gmail.com  
**LinkedIn** : <http://www.linkedin.com/in/yassmine-elgendy-53233b229>  
**Date of birth** : 01/03/1999  
**Nationality** : Egyptian  
**Marital status** : single

### **Personal Attributes:**

- Honest, friendly, dependable, excellent interpersonal skills.
- Team oriented, organized.
- Work well under pressure, flexible, quick learner.
- Leadership skills, enthusiastic, assertive.
- Confidence, tact and a persuasive manner.
- Good business sense and the ability to work to budgets.
- Extremely adaptable and flexible and able to learn new tasks quickly

### **Education:**

- 2017-2021 Faculty of commerce credit hours system (Major: accounting & finance) Ain shams university with grade B+
- 2003-2017 college saint joseph de l'apparition

### **Technical Skills:**

- Good knowledge in Windows XP, Microsoft Office (Word – Excel – PowerPoint) Internet Explorer.

### **Spoken language:**

- French: fluent spoken and written
- English: very good spoken and written

### **Courses:**

- Fundamentals of banking course
- Customer service from credit Agricole
- Selling skills from Egyptian bank institute (EBI)
- Forgery detection and prevention from Egyptian bank institute (EBI)



### **Summer Intern:**

- **QNB bank :**  
(Customer Service ) August 2019

### **Work Experiences:**

- **Crédit Agricole Bank :** October 2021-october 2022



#### **Customer service**

- Follow-up with other (Credit/Operations) Departments, pipeline or tools available on pending cases.
- Ensures handling and covering all customer requests.
- Inquiries to deliver services excellence.
- Ensure following set procedures as per designation.

- **Barney and friends nursery:** (Part time job)

French teacher for pre-school kids