



# Menna Allah Mohamed Ibrahim

## Personal Details

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- Date of Birth : ٠٣/٠٥/١٩٩٩
- Nationality : Egyptian
- Gender : female

## Objective

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Motivated and detail-oriented finance graduate seeking a junior banking position to apply my knowledge of financial services, customer relationship management, and banking operations. Committed to delivering excellent service, ensuring compliance, and contributing to the growth and success of the organization while enhancing my professional skills.

## Education

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- El-Sadat Academy For Managment Science Banking section ٢٠٢٢  
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- El-Sadat Academy For Managment Science ٢٠٢٤  
pre master in business adminstration  
very good
- Modli june ٢٠١٦ till june ٢٠١٧  
english course
- YAT Aug ٢٠٢١ till Nov ٢٠٢١  
microsoft office specialist ( Word - excel - powerpoint - outlook)
- El-Sadat Academy ٢٠٢٢  
Tofel
- Egycham june ٢٠٢٤ till oct ٢٠٢٤  
Hr diploma ( people planning - Talent acquisition - Training and learning development- compensation and benefits)  
Excellent
- Berlitz Nov ٢٠٢٤ till now  
English course

## Experience

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- Orange oct ٢٠٢٢ - july ٢٠٢٣  
sales representative
  - Contact potential and existing customers via phone to promote Orange's products and services.
  - Identify customer needs and provide tailored solutions (e.g., mobile plans, internet packages, or devices).
  - Upsell and cross-sell additional services or upgrades.
  - Explain product features, benefits, and pricing clearly to customers.
  - Maintain a positive and professional attitude during customer interactions.
  - Build and maintain strong relationships with customers to encourage loyalty.
  - Handle objections and negotiate to close sales effectively.
  - Achieve and exceed daily, weekly, and monthly sales targets.
- Novo Nordisk pharmaceutical july ٢٠٢٣ - till now  
Data entry specialist
  - Verified patient information, ensuring accuracy and completeness of records.
  - Registered patient data into the system efficiently while maintaining confidentiality.
  - Utilized Microsoft Office programs, including Excel for data management and Outlook for communication and scheduling.
  - Managed large volumes of data entry tasks with a high degree of accuracy and attention to detail.

## Skills

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- communication skills
- English skills ( speaking - writing)
- Time management
- team collaboration
- Adaptability and Flexibility
- problem solving
- Microsoft office suite( word , excel , power point)