

Dina Kamal Qubaisi

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Summary

Customer-oriented professional with hands-on experience in banking operations and client services at QNB.

Actively seeking to transition into Human Resources, where I can apply my interpersonal skills, fast learning ability, and passion for employee experience and development.

Education

- Canadian International College | Bachelor of Business Administration, Accounting department (Class of 2024)
- GPA "3.12"
- **Continue Education**
- **Career certification in Human resources management** | The American University in Cairo (AUC): April 2026 – Completed
- **Foundation certification in Human resources management** | The American University in Cairo (AUC): July 2025 – Completed

Experiences

- **Customer experience representative – QNB bank February 2025 – present**
 - Provide full support to clients in opening and closing accounts, ensuring all processes are completed smoothly and accurately.
 - Assist customers with mobile application issues and online banking access ensuring efficient digital support.
 - Guide clients through issuing and managing debit and credit cards, solving any related problems effectively.
 - Handle inquiries related to ATM transactions and general account troubleshooting.
 - Ensure excellent customer service by resolving problems quickly and maintaining client satisfaction.
 - Gained hands on experience in banking operations, customer communication, and problem-solving paced environment.

Courses and Certification

Effective Business communication | The American University in Cairo (AUC): July 2025 – Completed

Activity

- **CIC Start Up department| 2021 Summer**
 - Worked at CIC Start Up department during the summer.
 - Specialized in organizing events and lectures.
 - interacting with students to inform them about what we offer.
 - organizing and coordinating teams in various organization activities.
- **Student Activities| (2020/2024)**
 - Actively participated in student activities.
 - helping new students adapt to the university environment and providing support to them, assisting in organizing events and activities for organization committee.
 - Assisting in organizing charity trips and events for charity committee.

Skills

• Software	- Microsoft office (advanced Excel, word, PowerPoint) - Email communication tools (outlook) - CRM software - Core banking systems - Digital banking platforms
• interpersonal	- Multi-tasking in high pressure environments. - problem solving and issue resolution - Team working. - Time Management & Prioritization. - Supportiveness. Self - motivated. - Analytical skills.

Language

Arabic | Native speaker

English | Intermediate(B2)