

Maria Youssef Wahby

CONTACT

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PROFESSIONAL EXPERIENCE

Executive Trainer 2022-2025

Raya CX

- Trained new employees on company policies and procedures, bolstering performance standards.
- Coordinated with other departments for seamless service delivery.
- Conducted individual assessments for improved understanding of executive development needs.
- Documented all customer interactions for reference and analysis.

Account Advisor 2021-2022

Raya CX

- Act as Account advisor in ToYou (Data entry)
- Enhanced customer satisfaction with quick resolution of data-related queries.
- Conducted thorough research for comprehensive and accurate data collection.

Completed routine data verification for error reduction and accuracy improvement.

EDUCATION

CERTIFICATES

Ahram Canadian University | 2016-2020

Bachelor of Business Administration

Digital marketing & E commerce course 2020

**Egyptian banking
system model 2020**

**Basics of financial service
industry, banking & non
banking, and digital marketing
skills | 2018**

SKILLS

- **Training facilitation**
- **Computer skills**
 - **Advanced excel, Microsoft Outlook usage**
 - **Reporting**
 - **Time management**

LANGUAGE

English: B2