

Contact

ramez1shams@gmail.com

www.linkedin.com/in/ramez-shams-3736352a5 (LinkedIn)

Top Skills

Nonprofit Organizations

Market Research

Sales Forecasting

Languages

English (Full Professional)

Greek (Limited Working)

Arabic (Native or Bilingual)

Certifications

Share Data Through the Art of Visualization

Data Analysis with R Programming

RAMEZ SHAMS

B.A. in Administration and Accounting from Cairo University. Diverse background, finance experience in crypto and FOREX. Passionate about data analysis for dynamic, impactful contributions.

Thessaloniki Metropolitan Area

Summary

My academic journey includes a Bachelor's Degree in Administration and Accounting from Cairo University (2006-2010), showcasing my commitment to academic excellence. With a diverse professional background, I've accumulated three years and half of invaluable experience in the banking sector, contributing to my robust foundation in financial management.

Beyond academia, I have delved into the finance industry, gaining hands-on expertise in trading cryptocurrencies and FOREX rates. This practical exposure, coupled with a genuine passion for data analysis, propels my ongoing studies in the field.

I am eager to bring my extensive experience, academic knowledge, and practical skills, contributing effectively to your dynamic and data-driven environment.

Experience

World Data Summit 2024

Business Development Manager

June 2024 - Present (3 months)

3-API S.R.O

Marketing Research Analyst

January 2023 - Present (1 year 8 months)

Research Expertise: I bring in conducting comprehensive marketing research, encompassing competitor analysis, market trends, and consumer behavior studies.

This background equips me to provide valuable insights crucial for shaping effective marketing strategies.

Data Analysis Skills: Proficient in utilizing tools such as World Data Summit 2023, I have a proven track record of translating complex data into actionable recommendations.

This proficiency ensures precision in decision-making processes and campaign optimization.

Event Industry Familiarity: My enthusiasm for the events industry, coupled with previous experience working on event company for Artificial joints and Urology, gives me a solid foundation in understanding the unique challenges and opportunities within this dynamic sector.

ARI Foods

Project Manager

February 2023 - January 2024 (1 year)

Thessaloniki, Central Macedonia, Greece

Team Leadership: Led and oversaw a field team, ensuring optimal productivity and efficiency in day-to-day operations of the project.

Mediation: Acted as a mediator between the team and management, safeguarding the well-being of the team members and fostering a harmonious working environment.

Project Management: Demonstrated effective project management skills in overseeing field operations, coordinating tasks, and ensuring successful project execution.

Communication: Facilitated open and clear communication between team members and management to address concerns and maintain a collaborative work atmosphere.

SOLIDARITYNOW

CULTURAL MEDIATOR

October 2016 - January 2022 (5 years 4 months)

Collaboration: Successfully worked with a diverse team of professionals, including social workers, lawyers, psychological counselors, recruitment consultants, and teachers.

Multitasking: Managed responsibilities at the reception and registration office alongside collaborative projects, showcasing efficient multitasking abilities.

Translation Expertise: Excelled in translating a variety of essential documents, such as birth certificates, family registrations, passports, death certificates, and school certificates, ensuring accurate communication and documentation.

Max Muscle Egypt

Branch Manager

April 2014 - May 2015 (1 year 2 months)

Cairo, Egypt

Branch Manager at Max Muscle | Specializing in Nutrition and Bodybuilding Supplements

Passionate professional with a proven track record as the Branch Manager at Max Muscle, specializing in nutrition and bodybuilding supplements. Dedicated to helping individuals achieve their fitness goals through a combination of quality products and expert guidance.

Arab African International Bank

Customer Service Representative

February 2013 - March 2014 (1 year 2 months)

Cairo, Egypt

1. Interacts with Customers: Provides assistance and information to customers, addressing inquiries, and resolving issues.
2. Transaction Handling: Processes various financial transactions, such as deposits, withdrawals, and fund transfers.
3. Product Knowledge: Possesses a strong understanding of the bank's products and services to guide customers effectively.
4. Problem Resolution: Resolves customer complaints or issues promptly and professionally, ensuring customer satisfaction.
5. Compliance: Adheres to banking regulations, policies, and procedures to maintain the security and confidentiality of customer information.
6. Cross-Selling: Identifies opportunities to promote and cross-sell bank products to customers based on their needs.

WORK EXPERIENCE

7. Record Keeping: Maintains accurate records of customer interactions, transactions, and inquiries.
8. Communication Skills: Demonstrates excellent communication skills, both verbal and written, in providing clear and concise information.
9. Team Collaboration: Collaborates with colleagues and other departments to ensure seamless customer service delivery.
10. Technology Use: Utilizes banking systems and technology to efficiently perform tasks and assist customers.

Ahli United Bank Egypt

Customer Service Representative

December 2010 - January 2013 (2 years 2 months)

Cairo, Egypt

Customer Relationship Management (CRM):

CRM Software Proficiency (e.g., Salesforce, HubSpot, or similar)

Customer Data Management

Customer Segmentation and Targeting

Relationship Building and Maintenance

User Training and Support for CRM Systems

Core Banking Systems:

Core Banking Software Knowledge (e.g., Finacle, Temenos, or equivalent)

Transaction Processing

Account Management

Financial Product Knowledge

Troubleshooting Core Banking Issues

Communication Platforms:

Proficiency in Communication Tools (e.g., Slack, Microsoft Teams, or similar)

Effective Written and Verbal Communication

Team Collaboration and Messaging

File Sharing and Collaboration Features

Online Banking Platforms:

Knowledge of Online Banking Software and Platforms

User Interface (UI) and User Experience (UX) Understanding

Transaction Security Protocols
Troubleshooting Online Banking Issues
User Training and Support for Online Banking
Knowledge Base Systems:

Knowledge Management Software Proficiency (e.g., Confluence, SharePoint)
Content Creation and Maintenance
User Training on Knowledge Base Access
Regular Updating of Knowledge Base Content
Search Engine Optimization (SEO) for Knowledge Base
Document Management Systems:

Document Management Software Proficiency (e.g., Documentum, M-Files)
File Organization and Categorization
Version Control and Document Tracking
Collaboration on Shared Documents
Compliance with Document Security Standards

perfect touch events

Accountant

December 2009 - December 2010 (1 year 1 month)

Cairo, Cairo, Egypt

The Accountant in the Checking Out department plays a crucial role in managing financial transactions, reconciling accounts, and ensuring the accurate financial recording of events-related activities. This position requires meticulous attention to detail, financial expertise, and effective communication skills.

Responsibilities:

1. Financial Recording:

- Record and classify financial transactions related to events, ensuring accuracy and compliance with accounting standards.
- Maintain detailed records of expenses, revenue, and financial activities associated with events.

2. Reconciliation:

- Reconcile bank statements, credit card transactions, and other financial records to ensure accuracy and identify discrepancies promptly.
- Investigate and resolve any discrepancies in financial reports.

3. Budget Management:

- Assist in the development and monitoring of event budgets.
- Provide financial insights to support effective budget planning and adherence.

4. Vendor Management:

- Process invoices and payments related to events.
- Collaborate with vendors to resolve payment and billing inquiries.

5. Financial Reporting:

- Prepare regular financial reports summarizing the financial performance of events.
- Present financial information to management and other stakeholders as needed.

6. Compliance:

- Ensure compliance with relevant financial regulations and standards.
- Collaborate with internal and external auditors during financial audits.

Accounting Offices

Administrative Assistant

December 2007 - December 2009 (2 years 1 month)

Cairo, Egypt

As an Accountant in our accounting office, you will be responsible for managing financial transactions, preparing financial reports, and ensuring the accuracy and compliance of our financial records.

This role

requires a keen eye for detail, strong analytical skills, and a comprehensive understanding of accounting principles.

Education

Aristotle University of Thessaloniki (AUTH)

School of Modern Greek Language of Aristotle University of

Thessaloniki, Modern Greek Language and Literature · (October 2018 - May 2019)

Cairo University

Bachelor's degree, Administration and Accounting