



Suweyda Mohamed

📍 Home : Finland

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📅 Date of birth: 27/10/1997 📍 Place of birth: Helsinki, Finland 🇫🇮 Nationality: Finnish

ABOUT MYSELF

Experienced and customer-oriented banking professional with a proven track record in providing exceptional service across multiple channels, including phone, chat, and face-to-face interactions. Adept at advising clients on banking products, loan options, and estate planning, while consistently offering tailored savings solutions and promoting the use of self-service tools. Known for a proactive approach to addressing customer needs, enhancing overall satisfaction, and driving positive outcomes in a fast-paced environment. Committed to maintaining high standards of service excellence and building strong customer relationships.

WORK EXPERIENCE

Danske Bank

City: Helsinki | Country: Finland

[17/07/2024 – Current] **Customer Supporter - Banking**

- Customer service tasks via remote channels
- Advising persona customers on daily matters e.g. accounts, cards and payments.

Nordea Bank Plc

City: Helsinki | Country: Finland

[05/06/2023 – 01/12/2023] **Service Advisor**

- Actively supported personal customers across multiple channels, including phone, chat, and mail.
- Delivered clear guidance and advice on banking services to enhance customer experience.
- Assisted customers with loan solutions and estate-related matters, ensuring smooth and empathetic service.
- Proactively added value by promoting savings options and empowering customers to use self-service tools effectively.

Restel Fast Food Oy

City: Helsinki | Country: Finland

[01/04/2019 – 11/10/2023] **Shit Lead**

- Led restaurant operations and staff in alignment with Restel and Burger King values, operational standards, legal requirements, and collective agreements.
- Provided daily leadership and coaching to the team, fostering a high-performance culture focused on achieving and exceeding sales targets.
- Strengthened team capabilities by training and mentoring new employees and developing future shift supervisors.
- Applied strong problem-solving skills, patience, and the ability to lead effectively under pressure to ensure smooth operations and excellent customer service.

EDUCATION AND TRAINING

[12/08/2019 – 20/12/2022]

Bachelor of Business Administration

Haaga-Helia University of Applied Sciences

City: Helsinki | Country: Finland | | Level in EQF: EQF level 6

[11/08/2014 – 03/06/2017]

Matriculation Examination

Maunulan yhteiskoulu ja Helsingin matematiikkalukio

City: Helsinki | Country: Finland | | Level in EQF: EQF level 4

LANGUAGE SKILLS

Mother tongue(s): Finnish

Other language(s):

English

LISTENING C2 READING C2 WRITING C1

SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2






Swedish

LISTENING A1 READING A2 WRITING A1

SPOKEN PRODUCTION A1 SPOKEN INTERACTION A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

DIGITAL SKILLS TEST RESULTS

	Information and data literacy	ADVANCED	Level 6 / 6
	Communication and collaboration	ADVANCED	Level 5 / 6
	Digital content creation	ADVANCED	Level 6 / 6
	Safety	ADVANCED	Level 6 / 6
	Problem solving	ADVANCED	Level 6 / 6

Results from a [self-assessment](#) based on [The Digital Competence Framework 2.1](#)