

HAMZA REZGUI

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PROFESSIONAL PROFILE

Bilingual (English/French) Administrative Professional with seven years of versatile experience in administrative support, office management, and customer service. Proven expertise in streamlining operations, implementing efficient processes, and ensuring seamless day-to-day office functions. Adept at coordinating and executing administrative tasks with precision and attention to detail. Skilled in managing diverse responsibilities, from calendar management to document preparation. Strong team player with excellent communication skills and a commitment to provide exceptional service. Eager to contribute administrative excellence and organizational proficiency

WORK EXPERIENCE

Financial Analyst

2021-2023

Attijaribank, Tunis, Tunisia

- Review and collaborate with other internal departments of the bank,
- Exchange information with other financial institutions, to resolve anomalies.
- Handle overdue transactions, rejections, and other exceptional situations,
- Comply with applicable financial regulations and compliance standards
- Review and analyze department performance
- balance and check the clearing accounts

Customer Service Representative

2018-2021

Attijaribank, Tunis, Tunisia

- Manage a portfolio of clients by regularly monitoring their accounts
- Identify opportunities for selling banking products
- Account management (opening, closing of accounts, etc.)
- Establish and maintain relationships with customers and ensure their satisfaction
- Handle and resolve customer disputes, complaints, and concerns
- Achieve the sales objectives by offering products and services adapted to customer needs.

Cash Management Officer

2017-2018

Attijaribank, Tunis, Tunisia

- Check the accuracy of documents,
- Ensure transactions are correctly balanced
- Comply with current financial regulations
- Organize, archive, and manage transaction-related documents
- Monitor liquidity levels and cash requirements of each branch
- Respect transaction processing times
- Handle overdue transactions, rejections, and other exceptional situations,

EDUCATION

Master's Degree in Accounting

2016-2018

Higher Institute of Management of Sousse, Tunisia

According to the comparative evaluation carried out by World Education Services

Bachelor's Degree in Accounting

2013-2016

Higher Institute of Management of Sousse, Tunisia

According to the comparative evaluation carried out by World Education Services

LANGUAGES

Fluency in English and French. Arabic as the mother language.

COMPUTER SKILLS

- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint)
- Email and calendar software (Outlook, Gmail, Google Calendar)
- Document management (Google Drive, Dropbox)
- Communication tools (Skype, Zoom, Microsoft Team) ○ Banking (Delta Bank, Sopra Banking Software)

KEY SKILLS

- Time management and organizational skills
- Attention to detail and accuracy
- Customer service oriented
- Problem-solving skills
- Flexibility and resourcefulness
- Interest in helping others
- People-focused
- Goal-driven
- Fast learner

VOLUNTEER WORK

Treasurer in the Association of the Friendly Staff of Attijaribank

2021-2023

Hobbies:

- Travel
- Paragliding