



Sameh Zaidan - Client Onboarding Specialist

Date of birth: 23/07/1987

Nationality: Egyptian

Location: Hadaeq Al Qubbah, Cairo, Egypt

Email:

sameh.wehaidy@outlook.com

sameh.wehaidy@gmail.com

Mobile:

(+2) 0103 088 4388

(+2) 0120 230 2250

OBJECTIVE

- Obtaining more administrative responsibilities, in an effort to develop administrative and practical skills and training and evaluation and promotion in the job and to search for job a bigger company name and Suitable my qualifications, skills, and experience
- Aiming for a chance to grow and expand through motivation and learning in a creative environment that gives room for inspiration and ground ground-breaking unconventional fresh ideas to develop my career with a solid experience further educate myself to a diploma degree reach a top position

WORK EXPERIENCE

Client Onboarding Specialist - Arab Financial Services

Nov 2023 - Till Now [7 months]

- Supporting, coordinating, researching and prioritizing daily work to meet service expectations.
- Communicating exceptions to service standards and opportunities for improvement while delivering accurate and timely nonqualified retirement plan administrative services.
- Partner with the Client Onboarding Manager, and other internal/external teams to create a smooth onboarding or implementation experience for all parties.
- Manage the process of establishing plan documents and service agreements for new and conversion transition plans.
- Process daily work through workflow tools to meet customer and team needs. Assist with non-qualified service including reports, document updates or other tasks to ensure timely and accurate completion of requests.
- Ensure all contracts are established properly on all systems and create an accurate enrollment experience by establishing proper support materials

Senior Sales Admin - The DataFlow Group

Mar 2021 - Dec 2022 [1 year, 10 months]

- digiflow net web portal is an online exclusive verification process between issuing authorities (IA's) of education and employment certificates issued by universities, colleges, licensing authorities and employers and dataflow group
- sales and business development activities for digiflow online web portal
- to sign up universities colleges licensing authorities and employs on the digiflow net online verification process
- To identify an create new partner opportunities and maintain existing partner relationships
- To prepare plan and execute research and analysis on universities, colleges, licensing authorities and employers to be targeted
- Reach out to prospective IA partners via email, cold calls, face to face meetings
- Execute sign ups with universities, colleges, licensing authorities and employers as partners on Digiflow net portal
- Provide continued support to the partners, maintain a long term relationship and maximize other opportunities through these partners
- Drive seamless and continuous improvement of the product experience through close interactions with the partners
- Attend seminars and conventions to reach out to maximum prospective partners
- Build a sustainable sales pipeline
- Work with intra-department leadership to develop and implement highly effective sales plans for multiple target0020partners

Purchasing & Logistics Specialist - Ruhrpumpen

Apr 2017 - Dec 2020 [3 years, 9 months]

- Responsible for executing POs, request all required approvals and conduct effective interaction with Product Managers, Sales and Finance Teams, while maintaining compliance with corporate policy.
- Responsible for reviewing and submitting approved POs to suppliers.
- Ensures that goods are shipped in the most timely & efficient manner while targeting cost reduction, freight savings & contractual requirements
- Arrange with suppliers/freight forwarder for shipping the products & arrange for preparing all shipping documents & ensure that all documentation meets import/export regulations & customer requirements, & ensure that any other required documents/approvals will be available for clearance purpose
- Provide an interface with finance department, coordinate with it to process supplier payables & maintain supplier SOA

- Responsible for starting the clearance process for clearing the products ordered & shipped, & responsible for tracking the shipment status from shipment arrival through delivery to company/customer warehouse.
- Communicate with the clearance agent to clear the goods & ensures that goods are cleared in the most timely and efficient manner while targeting cost reduction, clearance expenses savings and contractual requirements.
- Arrange with relevant departments and clearance agent for preparing all documents required for clearance purposes including customs certificate, Form4, Authorities approvals, etc., Performs various other duties as requested

Purchasing Specialist - Metra Computer LLC

Dec 2012 - Jan 2017 [4 years, 2 months]

- Responsible for following up the purchasing orders Tracking them and making the requested purchasing operations and procedures.
- In addition, managing all bank's procedures and negotiating with the suppliers on price terms of products.
- Interact with suppliers on a daily basis to resolve transaction issues and gather critical information invoices, tracking info, tax docs. etc.
- Responsible for appropriate supplier selection/bidding processes for selected purchase requests, and supplier and contract pricing validation for all purchase requests under category management responsibility.
- Responsible for managing projects to improve procurement processes.
- Responsible for supplier communication to resolve transaction issues.
- Responsible for resolving invoice price and terms discrepancies to enable order processing.

EDUCATION

May 2011 **Al Alson academy** - Bachelor's Degree in Management Information Systems
Aug 2007 **Saint Fatima High School** - Diploma of Electronics and Compute

CERTIFICATIONS

Nov 2024 **Bank ABC** - Anti-Bribery and Corruption
Nov 2024 **Bank ABC** - Anti-Money Laundering: Know Your Customer
Apr 2024 **Bank ABC** - Legal Compliance and Ethics Center - Code of Conduct
Apr 2024 **Bank ABC** - Legal Compliance and Ethics Center – Whistleblowing
Dec 2020 **Ruhrpumpen** - Experience Certificate Purchasing Coordinator
Jan 2017 **Metra Computer LLC** - Experience Certificate Operation Specialist

PERSONAL SKILLS

- | | | | |
|----------------------------|-------------------------|-----------------------|---------------------|
| ✓ Problem Solving Skills | ✓ .Communication Skills | ✓ Teamwork. | ✓ Leadership |
| ✓ Interpersonal skills | ✓ Task management | ✓ Organization Skills | ✓ Respectfulness |
| ✓ Critical Thinking Skills | ✓ Adaptability | ✓ Responsibility | ✓ Stress management |
| ✓ Flexibility | ✓ Attention to detail | ✓ Creativity | |

COMPUTER SKILLS

- | | | |
|-------------------|------------------------|------------------------|
| ✓ Word processing | ✓ Microsoft Office. | ✓ Microsoft Office. |
| ✓ Spreadsheets | ✓ G Suite. | ✓ G Suite. |
| ✓ Presentations | ✓ Email communication. | ✓ Email communication. |

LANGUAGES

Arabic Mother tongue

English Full professional proficiency