

AHMED FAYED ABDO AFFARRA

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PROFESSIONAL SUMMARY

Customer Rights Protection & Complaint Management Senior Officer with over 10 years of experience in the banking sector. Expert in complaint resolution, regulatory compliance, and customer-experience enhancement under the Central Bank of Egypt (CBE) framework. Proven success in developing and executing customer-protection strategies that strengthen service quality, operational transparency, and client trust. Skilled in stakeholder communication, process improvement, and policy development to align with both regulatory and customer-satisfaction objectives.

KEY SKILLS

Customer Protection & Complaint Management

Regulatory Compliance (CBE Guidelines)

Customer Experience Strategy

Service Quality Assurance

Process Improvement & Policy Development

Relationship Management & Communication

Data Analysis & Reporting

Problem Solving & Team Leadership

Microsoft Office (Excel, Word, PowerPoint)

PROFESSIONAL EXPERIENCE

Customer Rights Protection & Complaint Management

Senior Officer

Attijariwafa Bank Egypt – Cairo, Egypt | Jul 2018 – Present

Manage the Central Bank of Egypt (CBE) complaint platform ensuring timely and accurate resolution of customer issues.

Conduct regular customer-experience meetings with top management to assess service quality and compliance gaps.

Develop and implement customer-protection policies aligned with regulatory standards and internal governance.

Analyze recurring customer issues to recommend actionable process improvements.

Prepare periodic reports for executive review to enhance transparency and compliance.

Admin & Translator

Thales International Egypt – Cairo, Egypt | Oct 2017 – May 2018

Supported project documentation, translation, and logistics coordination for technical operations.

Ensured compliance with company administrative procedures and reporting requirements.

Administrator

Janssen Cilag (Johnson & Johnson) – Cairo, Egypt | Oct 2013 – Dec 2015

Handled office administration, procurement coordination, and vendor communication.

Supported HR and finance teams in document control and internal reporting.

Auditor

Baker Tilly – Cairo, Egypt | Aug 2009 – Mar 2011

Conducted financial audits and prepared analytical reports to ensure adherence to accounting and regulatory standards.

Collaborated with clients to improve internal-control systems and risk-management procedures.

EDUCATION

Master of Business Administration (MBA), International Business — *The German University in Cairo, Egypt*

Oct 2022 – Oct 2025 | Grade: A

Thesis: *“The relationship between CSR initiatives, brand reputation, and consumer boycott behavior.”*
Focused on global business strategy, corporate ethics, and sustainability.

Master in Project Management — *Kharkov National University of Urban Economy, Ukraine*
2011 – 2013

Bachelor of Business Administration (English Section) — *Ain Shams University, Cairo, Egypt*
2004 – 2008

CERTIFICATIONS

Credit Risk Management — ESLsca Egypt

Business Conversation Program — British Council

Administrative Assistant Workshop — Egabi Learn

Certified Management Accountant (CMA) — AmCham

LANGUAGES

Arabic — Native

English — Fluent

Russian — Intermediate