



## MINA NAGUIB WAHEEB

### CRM ADMIN & LEAD SPECIALIST



## CONTACT



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### Address

United Arab Emirates



## EDUCATION

2009 - 2013



Bachelor of Arts in  
archeology



## SOFTWARESKILLS

- Microsoft PowerPoint.
- Microsoft Word.
- Microsoft Excel.
- Microsoft Outlook
- C4C System ( Cloud for customers).



## LANGUAGE

- Arabic
- English



## PROFILE INFO

Customer Service Representative bringing top-notch skills in oral and written communication, active listening, and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty.



## WORK EXPERIENCE



**Crm admin & lead specialist -  
Wadi Degla Sporting Club**

**2019- 2023**

- Created spreadsheets using Microsoft Excel for daily, weekly, and monthly reporting.
- Used Microsoft Word and other software tools to create documents and other communications.
- Participated in continuous improvement by generating suggestions, and engaging in problem-solving activities to support teamwork.
- Monitoring relationships with existing customers through CRM systems.
- Oversee and ensure that the CRM system provides a good sales funnel.
- Developing lists for Outbound Campaign Management and coordinating mailing logistics.
- Managing contact information and reference lists.
- Helping to define Data profiles/Fields for Leads Prospects and customers.
- Handle all basic administrative functions including user account maintenance, custom objects, fields, reports, dashboards, workflows/processes, and day-to-day CRM tasks.



**Sales - sales administration  
Wadi Degla Sporting Club**

**2017 - 2019**

- Helping the customer to form their opinion by providing it with all information on the basis of fact.
- Selling membership to Wadi Degla Sports Club and achieving the monthly target.
- Get new sales opportunities by following up on potential customers, calls, and emails.
- Complete sales operations and achieve the required sales percentage.



**Raya Contact Center – Etisalat Egypt  
Project (Egypt)**

**Since 2015/2017**

- Handling inbound and outbound calls, answering customers inquiries and solving their problems.
- Solve customer complaints and provide the best possible solutions and reach customer satisfaction.



**Sales Executive credit cards & personal loans  
CIB Bank (Egypt)**

**Since 10/2013–2/2015**

- Interview applicants to determine financial eligibility and feasibility of granting loans.
- Determine all applicable ratios and metrics and set up debt payment plans.
- Communicate with clients either to request or to provide information.
- Complete loan contracts and counsel clients on policies and restrictions.
- Maintain and update account records.
- Assess customer needs, explore all options, and introduce different types of loans.
- Develop referral networks, suggest alternate channels, and cross-sell products and services to accomplish quotas.
- Go the "extra mile" to build trust relationships, customer loyalty, and Satisfaction.



**Sales Executive & Travel Consultant**

**Pioneer Planning Travel (Egypt)**

**Since 2010 – Part-time**

- Gathering rates and data from the hotels & negotiate to get the best offers.
- Deal with transportation limousines and bus companies.
- Follow the sales targets in groups and individual sales.
- Follow sending the confirmed reservations and helping with it.
- Follow collecting, and reservation payments in banks and hotel offices.
- Follow guests' needs and handle them to get their satisfaction to be happy and become a regular guest.