



# MOSTAFA WAEEL ELDAHSHAN

**Digital Marketing**

**Business Administration**

**call center**

## + CONTACT

EL- Krama - Villa 203,  
Abu Dhabi

0558587362

mostafadahshan2002@gmail.com

## + SKILLS

Highly organised

Content marketing

Proactive learner

Linguistic checking

Proofreading

Relationship building

## LANGUAGE

Arabic



English



## SUMMARY

- Energetic employee with 2 years experience in call center, strong time management skills and who thrives in a fast paced, dynamic environment. Trained in customer Service, good at communicating, and is Knowledgeable with computers. Well rounded, eager to learn, and able to learn quickly.
- Digital Marketing Specialist skilled at planning, executing and optimizing online marketing strategies, promotes product successfully through multiple digital strategies, achieves consistent successes with excellent planning skills and proactive campaign tracking.

## EDUCATION

### BUSINESS ADMINISTRATION

2017 -2021

ZAGAZIG UNIVERSITY IN EGYPT

### DIGITAL MARKETING

Aug 2022 - Jan 2023

IMFND IN EGYPT

## SOFTWARE SKILLS

MICROSOFT WORD

POWERPOINT

EXCEL

## EXPERIENCE

### ● Call center in Raya

1/2021 - 12/2022

- Answering phones from customers professionally and responding to customer inquiries and complaints.
- Researching required information using available resources.
- Handling and resolving customer complaints regarding product sales to customers service problems.
- Providing customers with the organization's service and product information.
- Processing forms, orders and applications requested by the customers.
- Identifying, escalating priority issues and reporting to the high-level management.
- Routing inbound calls to the appropriate resources.
- Following up complicated customer calls where required.
- Completing call notes and call reports as necessary and updating them in the CRM.
- Obtaining and evaluating all relevant data to handle complaints and inquiries.
- Recording details of comments, inquiries, complaints and actions taken.
- Managing administration, communicating and coordinating with internal departments.

### ● Performance Marketing Trainee

2022

Plan and execute all digital marketing, including SEO/SEM, marketing database, email, social media and display advertising campaigns  
Design, build and maintain our social media presence  
Measure and report performance of all digital marketing campaigns, and assess against goals (ROI and KPIs)  
Identify trends and insights, and optimize spend and performance based on the insights  
Brainstorm new and creative growth strategies  
Plan, execute, and measure experiments and conversion tests  
Collaborate with internal teams to create landing pages and optimize user experience  
Utilize strong analytical ability to evaluate end-to-end customer experience across multiple channels and customer touch points  
Instrument conversion points and optimize user funnels

## PERSONAL INFORMATION

- SINGLE
- EGYPTIAN
- MUSLIM
- B.D : 10 / 6 / 1999