

## SUMMARY

I have more than 4 years of rich experience in the fields such as Customer Service and office administration. I have learned several skills, knowledge and operations expertise with the capacity to fit well in various situations. Seeking additional opportunities to broaden my competencies and deepen my experience.

## WORK EXPERIENCE

### Al-Ogail Trading

#### Customer Service Specialist

Mar 2021 - Apr 2022

- Respond promptly to customer inquiries through various communication channels (phone, email, and chat).
- Provide accurate and detailed information about Al-Ogail Trading's products, services, and pricing.
- Collaborate with the logistics team to ensure timely and accurate order fulfillment.
- Collaborate with sales, marketing, and logistics teams to enhance the overall customer experience.
- Maintain comprehensive and accurate records of customer interactions, including order details, inquiries, and resolutions.

### Vodafone (Egypt)

#### Customer Service Specialist

Mar 2020 - Jan 2021

- Respond to customer inquiries and provide information about Vodafone products and services.
- Handle and resolve customer complaints, ensuring a high level of customer satisfaction.
- Provide basic technical support for Vodafone products and services, troubleshooting issues and guiding customers through solutions.
- Collaborate with cross-functional teams to address customer concerns and improve overall service quality.
- Meet and exceed performance targets related to customer satisfaction, response times, and issue resolution.

## **Careem (Egypt)**

### **Customer Service Specialist**

Jan 2018- Feb 2020

- Resolve concerns regarding rides, payments, and account management.
- Aid in diagnosing technical issues with the Careem app.
- Address customer inquiries, concerns, and issues with a goal to resolve them promptly and satisfactorily.
- Keep abreast of Careem's policies, services, and promotions.
- Collaborate with other departments, including technical support, operations, to address complex customer issues and contribute to the overall improvement of the customer experience.

## **EXPERTISE**

- Excellent Communication Skills.
- Understanding and empathizing with customers concerns or issues.
- Patience dealing with a diverse range of customers and inquiries can be challenging.
- Problem-Solving Skills.
- Time Management.
- Ability to quickly adjust to new information and procedures.
- Multitasking.
- Collaborate with colleagues, supervisors, and other departments.

## **EDUCATION**

- Bachelor's in Law - Ain Shams University 2016-2021
- Diploma in Customer Service Jan 2019 - April 2019
- Diploma in ICDL - Professional use of Microsoft office Jan 2019-May 2019
- English course - The british Council Egypt April 2022 - October 2022