



# Asma Essam

## OBJECTIVES

Dedicated customer service professional with 3 years' experience in a fast-paced environment seeking an opportunity in a team-orientated company. Adept at handling a wide range of contact methods while accurately documenting customer issues and providing first class service with every interaction

## WORK EXPERINCE

### Customer service at art gallery-Egypt 2018-2020

- Follow communication procedures, guidelines, and policies
- Resolve customer complaints via phone, email, mail, or social media
- Increase sales by offering advice on purchase and promoting additional products
- Meet personal and team sales target and call handling quotas

### Customer service at Zienab khalifa jewelry 2023-2024

- Sell products
- Handling cash
- Arrange and display the product
- Provide high level of service by helping customer find specific product

## Contact

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### Address

105 M1 building Salah Al Din  
Dubai,UAE

### Phone

0563499490

### Email

asmaessam29@gmail.com

### Nationality

Egypt

### Age

17/08/1995

### Language

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Arabic: Native

English: Very good

## **EDUCATION**

Bachelor of accounting

Al Madina academy

## **ADDITIONAL SKILLS**

- Money management
- POS operations
- Communication skills
- team player
- high energy level
- willing to learn