



Amal Ashraf

Customer service

✉ amal.shams2711@gmail.com ☎ 0554451889 📍 United Arab Emirates, Al Nahda Shrjah

🇪🇬 Egyptian

Education

Bachelor of arts : Department of philosophy, Tanta university

2018 – 2022
Gharbiah, Egypt

Professional Experience

Customer service agent, Vodafone Eg

- Delivered consistently excellent customer service to guarantee positive company experiences.
- Collaborated well with other customer agents to deliver consistent service across various platforms.
- Acted as first point of contact for customer issues and queries.

2021 – 2023
Al mahlla, Egypt

Sales person, Hammer

- works closely with customers to determine their needs, answer their questions about our products
- Greets and receives customers in a welcoming manner.
- Manages financial transactions Processes payments by totaling purchases, processing checks, cash, and store or other credit and debit cards.
- Drives sales through engagement of customers, suggestive selling, and sharing product knowledge.

2018 – 2021
Tanta, Egypt

Skills

Customer experience — Expert

Microsoft Office — Competent

Customer care — Expert

Advanced product knowledge — Expert

Communication — Expert

Practised problem solver — Proficient

Profile

Enthusiastic Customer Service Agent with more than 2 years of experience. Effectively and efficiently handles queries while sharing product knowledge. Delivers positive and timely results through team collaboration.