



BAVLly SOBHE

@ bavllyweza83@gmail.com 📞 Mobile: +971502792910 📍 Cairo, Egypt

STRENGTHS

⚡ Process Optimization

Implemented a new workflow process that increased team efficiency by 30%.

🏆 Conflict Resolution

Successfully defused over 100 escalated customer complaints, maintaining client relationships.

☆ Multitasking

Managed high-volume calls, email enquiries and technical support cases concurrently while doubling customer satisfaction scores.

SKILLS

stakeholder management ·

excellent phone manner ·

customer service · Excel · Word ·

attention to detail · CRM software ·

multi-tasking

PASSIONS

☆ Digital Payment Tech

Keen interest in the advancement of Fintech and its impact on customer experience.

☆ Mentoring

Passionate about personal growth and professional improvement, often volunteer in local youth mentoring programs.

SUMMARY

Enthusiastic and committed professional with over 10 years of experience in the Customer Service industry. Adept at managing high volume inquiries, resolving complex issues and boosting customer satisfaction. Recognized for excellence in team management and process optimization.

EXPERIENCE

Storekeeper

2019 - Present

United Arab Trading company Fayez Mehany
Al-Assiouty

Cairo, Egypt

Warehouse

- **Inventory Management:** Proficient in managing and maintaining accurate records of stock levels, tracking goods, and ensuring timely replenishment to avoid shortages or overstock.
- **Receiving and Dispatching Goods:** Inspecting and verifying incoming goods against purchase orders and efficiently coordinating the dispatch of outgoing materials.
- **Warehouse Organization:** Skilled in organizing the storage area to optimize space utilization, ensuring easy retrieval of items, and maintaining a clean and safe working environment.
- **Stock Auditing and Reporting:** Conduct regular inventory audits to maintain accuracy, identify discrepancies, and generate reports for management to monitor stock levels.
- **Supplier Coordination:** Ability to liaise with suppliers and vendors, placing orders, resolving discrepancies, and negotiating favorable terms to ensure smooth procurement operations.

Cashier & Receptionist

2017 - 2019

Osiris Hotel

Cairo, Egypt

Hotel

- Managed a daily average of 100+ calls, ensuring prompt and accurate communication between clients and executives.
- Implemented an improved visitor check-in process, reducing wait times by 30% and enhancing overall visitor satisfaction.
- Coordinated scheduling and appointments for a team of 50+ employees, resulting in a 15% increase in meeting efficiency.
- Processed and delivered mail and packages for 300+ employees, ensuring timely distribution with zero errors.
- Assisted in organizing and filing critical documents, leading to a 20% reduction in retrieval time for client records.
- Supported billing processes, helping to resolve client inquiries and reduce outstanding balances by 10%.

Senior Customer Service Agent

2015 - 2017

Mobily

Cairo, Egypt

Managed customer accounts, delivered technical support and resolved customer complaints.

- Led a team of 10 providing customer service to over 3000 active accounts, assisting with troubleshooting and technical queries.
- Decreased customer service response times by 25% using process optimization skills
- Conducted 15+ customer call-backs per day enhancing customer retention by 30%
- Developed a new training process, thus reducing on-boarding time by 30%

EDUCATION

Faculty of Commerce

Cairo university

2015 - 2019

Cairo, Egypt

LANGUAGES

Arabic

Native

English

Good