

## Profile Summary

A highly skilled professional with over eight years of experience in customer service, online marketing, and logistics management. Proven ability to enhance customer satisfaction, streamline operations, and achieve business objectives. Proficient in leveraging data-driven insights and innovative tools to optimize processes and deliver exceptional results. Seeking a dynamic role where I can utilize my expertise to drive organizational growth, improve customer interactions, and lead impactful initiatives in a collaborative work environment.

## Work Experience

### Customer Service Representative - Dispatcher

*December 2019 – Feb 2025*

Talabat – Cairo, Egypt

- Managing dispatch operations to ensure timely and accurate order delivery.
- Monitoring driver performance and implementing strategies to enhance efficiency.
- Addressing customer inquiries and resolving complaints promptly, ensuring satisfaction.
- Collaborating with cross-functional teams to optimize logistics and achieve KPIs.

### Online Marketing and Sales Representative *June 2018 – November 2019* Gomla App Online

Market – Cairo, Egypt

- Conducting digital marketing campaigns to improve brand visibility and sales performance.
- Analyzing customer behavior to tailor marketing strategies effectively.
- Delivering outstanding customer support via online platforms, achieving high satisfaction ratings.
- Negotiating contracts and managing key accounts to boost revenue.

### Customer Service Representative

*April 2016 – March 2018*

Raya Contact Center (Etisalat UAE)

- Delivering excellent customer service by resolving issues and ensuring account satisfaction.
- Achieving sales and retention targets through upselling and cross-selling techniques.
- Utilizing CRM systems to manage and track customer interactions effectively.
- Participating in training programs to stay updated on products and service strategies.

### Customer Service Representative

*September 2014 – January 2016*

Raya Contact Center (Etisalat Cairo, Egypt)

- Utilizing CRM systems to manage and track customer interactions effectively.
- Participating in training programs to stay updated on products and service strategies. Achieving
- sales and retention targets through upselling and cross-selling techniques.

## Courses and Certifications ---

- Customer Experience Leadership (2022)
- Creating a Positive Customer Experience (2022)
- Power BI: Data Modeling with DAX (2022)
- Excel: Mastering Pivot Table Dashboards and Reports (2022)
- Customer Experience: Creating Customer Personas(2022)
- Managing Globally(2022)
- Customer Service: Creating Customer Value – PMI® Registered Education Provider (2022)
- The 10 Pillars of Customer Experience – PMI® Registered Education Provider (2022)

## Technical Skills ---

- Power BI
- Microsoft Excel (Pivot Tables, Dashboards, and Reports)
- CRM Tools
- Microsoft Word and PowerPoint
- Data Analysis and Visualization
- Digital Marketing Tools
- Online Sales Platforms

## Personal Skills ---

- Strong Communication
- Leadership and Team Management
- Problem-Solving and Critical Thinking
- Time Management and Organization Adaptability
- and Resilience
- Customer Relationship Management
- Attention to Detail
- Conflict Resolution
- Decision-Making Under Pressure

## Education

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### Bachelor's Degree in Tourism and Hotels

- Helwan University
- Graduation Date: July 2011
- Major: English Tourist Guidance

## Languages

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- **Arabic:** Native
- **English**