

Nagy Sameh Muhammad

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[LinkedIn](#)

CAREER OBJECTIVE:

Dedicated and detail-oriented professional with a bachelor's degree in accounting and seeking a challenging position to utilize my skills in financial management, accounting, and compliance.

EDUCATION:

Bachelor's Degree in Accounting/Finance English Department, Mansoura University, Mansoura, Egypt, 2022

EXPERIENCE:

- Owner& Founder of Sameh shop, Nabarouh City, August 2023: Present
- Call Center Agent, Al-Nile Company, Mansoura City, July: December 2023
 - Handle a high volume of inbound calls, addressing customer inquiries, resolving issues, and providing service information.
 - Utilize active listening skills to understand customer concerns and determine appropriate solutions.
 - Follow standardized procedures and scripts to ensure consistent and accurate service delivery.

EXTRACURRICULAR ACTIVITIES

- A member of the Student Union of the Faculty of Commerce, Mansoura University 2019: 2020

TRAINING PROGRAMS:

- Summer Internship, Drinking Water and Sanitation Company, Mansoura branch, July: August 2022
- Summer Internship, Bank Masr, Online, July: October 2022
- Summer Internship, Bank Masr, Online, July: October 2021

RELEVANT COURSES:

- Sales, Virtual Courses Now, May 2024
- Customer Service Mastery: Customer Service Skills Next Level, Udemy, January 2023
- Fundamentals of digital marketing, Google, January 2023
- Search Engine Optimization (SEO) with Squarespace, Coursera, February 2022
- Introduction to Google SEO, Coursera, February 2022
- First Aid, Edraak, February 2022
- Excel track, Ministry Of Youth And Sports Egypt, February 11: February 14 2022
- Human Resources track, Ministry Of Youth And Sports Egypt, December 24: December 27 2021
- Conversational & General English Levels 15,16,17,18, American International Academy, June 29, 2021

PERSONAL SKILLS:

- Leadership.
- Communication.
- Teamwork.
- Customer Service.
- Critical Thinking.
- Analytical Ability.
- Continual Learning.
- Time Management.

LANGUAGES SKILLS:

- **Arabic:** Native speaker
- **English:** Advanced level

COMPUTER SKILLS:

- Microsoft Office (Excel – PowerPoint – Word – Outlook – Access).