

## Nour Hafez Touma Moushtaha

Logistics export customer service with 4 years of experience, seeking a challenging career with a progressive organization that provides an opportunity to capitalize my technical skills & abilities in fields of Logistic.

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### Education and certifications

**Bachelor of Commerce** - Ain shams University -Accounting, GPA: Very Good **(2014-2018)**

#### (Courses)

- **Marketing principles (including basics of marketing):** American university in Cairo. **2016**
- **How to create a Digital marketing plan:** Ain Shams University - Projects development, innovation, and intellectual property Centre. **2017**
- **Banking Principles and System:** Egyptian Banking Institute, Central Bank of Egypt. **2018**
- **Certificate of appreciation according to contributions to Global money week and Arab week of financial inclusion:** Banque Misr. **2018**

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### Experience

OCT 2018 – PRESENT

**Import/Export customer service executive/** PIL Egypt, Cairo

- Manage export procedures from A to Z.
- Clarify all products, schedules and services clearly to customers by phone, Email, meeting.
- Ensure that shipment procedures go on the right track by keeping in touch with customers to build good relationships with customers.
- Follow up with customers until shipments arrive at POD without any problems.
- Track the daily Vessel's report.
- Insert Vessel's figure to keep PIC able to track status of Vessel.

Aug. 2018 - Oct 2018

**Outbound customer service representative** / Fetchr, Cairo

- Contacted customers to obtain their information.
- Scheduled appointment between customer and fetchr agent.
- Followed up with customer to ensure they received their product and are satisfied with service provided.

Aug. 2015 - Sep 2015, Sept 2016 - Oct 2016

**Banking Intern** / Blom Bank Egypt (Nasr City Branch), Cairo

- Trained with customer service and trade finance.

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### Skills

**Languages:** Arab mother tongue, English: very good written, good spoken.

**Computer Skills:** good working at Excel and Word.

**Soft Skills:** Presentation skills, Negotiation, Organization, Problem Solving, Communication Skills and easily adaptable

**Employability skills:** Track - Ain Shams University in cooperation with "USAID" United States Agency International Development and American University.

**Debate skills:** Tahrir Lounge, Goethe Institute

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## Activities

Social activities. Art. Yoga. Travel