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About Me
I'm a dedicated professional with over 8 years of experience in customer service, sales, and administrative support. I thrive on building strong relationships and enjoy collaborating with others to tackle challenges. I love connecting with people and adapt easily to new situations. My focus is always on enhancing customer satisfaction and improving processes, and I take pride in delivering great results in everything I do.

Education

Bachelor's Degree in Managerial Information Systems
Modern Academy, Cairo, Egypt, 2010

Work Experience

Admin Assistant
Misr Impex Paper Trading Co., Cairo, Egypt
September 2021 – Present

- I oversee the daily operations of the office, ensuring everything is organized and running smoothly to support our team's efficiency.
- Acting as the main liaison between departments, I facilitate effective communication, helping everyone stay aligned and informed.
- With careful attention to detail, I manage data entry and scheduling, which has significantly enhanced our customer experience.
- I take pride in preparing documents and coordinating events, ensuring that every detail is meticulously planned for success.
- My ability to balance multiple tasks and prioritize effectively enables our team to stay productive and achieve our goals.
- I actively seek out opportunities to streamline processes, finding practical solutions that make our work easier.
- Building strong relationships with clients and colleagues is a priority for me, and I strive to foster a collaborative and friendly work environment.

Senior Customer Service Representative
Fetchr Logistics Co., Cairo, Egypt
January 2017 – September 2021

- I led a team managing outbound calls, which really improved how we resolved issues and increased efficiency.
- Training new team members was one of my favorite parts of the job. I loved helping them build their confidence and skills.
- I used ERP software to filter outbound delivery orders, ensuring everything was processed accurately and on time.
- A big part of my role involved confirming delivery times and locations with customers, coordinating smoothly with our delivery agents.
- I conducted regular quality checks to maintain high service standards and build strong relationships with our customers.

Sales Admin Assistant
Porto Group Co. (Amer Group Co.), Maadi Branch, Cairo, Egypt
September 2015 – January 2017

- I provided essential administrative support to our sales team in the real estate and timeshare sectors.
- Helping prepare sales reports and documentation made our processes smoother and more accurate.
- I utilized ERP software to manage units and track availability, ensuring the sales team and clients had quick access to information.
- I enjoyed coordinating customer interactions, addressing inquiries, and following up to strengthen those relationships.

Retail Representative
Vodafone Express Branch Stores, Cairo, Egypt
January 2015 – August 2015

- My top priority was delivering exceptional customer service, which contributed to a noticeable increase in sales.
- I helped keep the store organized and visually appealing, enhancing the shopping experience for customers.
- I managed inventory records and performed administrative tasks to ensure smooth store operations.
- Sharing my tech knowledge with customers and colleagues helped everyone feel more confident in using our products.

Sales Admin
Towers Lift Establishment for Elevators, Riyadh, KSA
January 2011 – August 2013

- I coordinated sales and operations, which really enhanced our team's workflow.
- I prepared quotes and processed orders promptly, helping us improve our service delivery.
- Managing customer interactions and keeping our database organized ensured a seamless experience for clients.
- I oversaw inventory management and workshop operations, making sure everything ran smoothly.
- I also supervised installation progress to ensure we met quality standards and deadlines.

Sales Admin
Barnamej Office (Business & Accounting Software Solutions), Riyadh, KSA
September 2009 – December 2011

- I was the link between clients and our programming team, helping to develop custom software solutions.
- I assisted the sales team with administrative tasks, allowing them to focus on selling.
- Providing tech support to clients was important to me, and I quickly addressed their issues to ensure a positive experience.
- I interacted with customers to gather feedback, which helped us improve our products and services.

Skills

- Customer Service Excellence
- Sales Strategy Development
- Administrative Coordination
- Data Management and Reporting
- Team Leadership and Training

References are available upon request.